

MASTER DISCLAIMER – TRANSPORTATION ME PTY LTD

ACN 693 613 722 — ABN 90 693 613 722

EFFECTIVE DATE: 10 DECEMBER 2025

SECTION 1.0 – PRELIMINARY PROVISIONS, DECLARATIONS, PRINCIPLES OF INTERPRETATION & GLOBAL APPLICATION

1.1 Purpose, Scope and Legal Character

1.1(a) This Master Disclaimer (“the Disclaimer”) is a comprehensive, detailed, multi-tiered legal instrument intended to define, clarify, limit, and regulate the scope of liability, responsibility, duty of care, contractual obligation, risk allocation, risk distribution, assumption of risk, waiver of rights, and indemnity obligations applicable to all persons and entities interacting with Transportation Me Pty Ltd (“the Company”).

1.1(b) The Disclaimer forms an integral and governing part of all interactions, whether contractual, pre-contractual, informal, incidental, implied, verbal, written, electronic, automated, or passive, between the Company and any individual, group, or organisation (“the Client”).

1.1(c) This Disclaimer represents a unilateral and pervasive limitation of liability intended to operate concurrently with, and where legally permissible override, any contrary representation, expectation, assumption, statement, belief, or interpretation made by any person engaging with the Company.

1.1(d) This Disclaimer applies across all Company activities including, without limitation: private transport, courier and delivery services, media production, drone filming, photography, content creation, digital services, subscription programs, promotional activities, website use, data collection, data handling, business communications, equipment operation, vehicle interaction, and environmental presence.

1.1(e) To the fullest extent permitted by law, this Disclaimer shall be interpreted expansively, liberally, and purposively in favour of limiting the liability of the Company and maximising the obligations, duties, responsibilities, risk acceptance, indemnities, and waivers undertaken by the Client.

1.2 Binding Nature of This Disclaimer

1.2(a) This Disclaimer binds all persons who:

- (i) communicate with the Company in any manner whatsoever
- (ii) request or receive information, pricing, quotes, assistance or availability
- (iii) enter into, consider entering into, or negotiate a service arrangement
- (iv) engage with or rely upon the Company’s website, booking systems, digital portals, subscription interfaces, email responses, SMS messages, or social media platforms
- (v) enter the Company’s vehicle, approach the vehicle, remain near the vehicle, or participate in any activity involving Company personnel
- (vi) deliver, hand over, or instruct the Company to transport courier items
- (vii) appear in proximity to recording devices, drone operations, or filming equipment
- (viii) participate in or are captured by media activities, whether intentionally or incidentally
- (ix) subscribe to any ongoing membership or service program
- (x) are transported, accompanied, supported, or indirectly benefited by any Company service
- (xi) are third parties acting under, introduced by, or connected to a Client

1.2(b) Acceptance of this Disclaimer occurs automatically, irrevocably, and without qualification upon any act described in clause 1.2(a), regardless of whether the Client has read, accessed, reviewed, or understood the Disclaimer.

1.2(c) The Client expressly waives any argument, defence, or challenge suggesting non-awareness, non-readership, misunderstanding, oversight, lack of notice, or absence of explicit acceptance.

1.3 Corporate Identity and Exclusive Liability Structure

1.3(a) All services, operations, representations, responsibilities, communications, obligations, or interactions are undertaken solely by Transportation Me Pty Ltd as a corporate legal entity registered under Australian law.

1.3(b) No director, including but not limited to the individual holding the office of Director, Company Secretary, or any other officer, shall bear personal liability under any circumstances, whether arising from contract, tort, misrepresentation, statute, equity, consumer law, negligence, alleged misconduct, or any other cause of action.

1.3(c) The Client agrees that all claims, disputes, legal actions, demands, reviews, allegations, or proceedings must be directed exclusively against the Company and never against any natural person associated with its operations.

1.3(d) Any attempt to name, threaten, involve, or implicate an officer personally constitutes a breach of this Disclaimer and triggers automatic indemnity and cost recovery provisions.

1.4 Application Across All Services and Environments

1.4(a) This Disclaimer applies uniformly across all Company locations, vehicles, digital systems, filming environments, pickup points, drop-off points, courier exchange locations, operational territories, and communication channels.

1.4(b) The Disclaimer applies regardless of service type, including but not limited to:

- (i) transport services
- (ii) member-only bookings
- (iii) priority or premium offerings
- (iv) long-distance travel
- (v) interstate travel
- (vi) courier transport
- (vii) express deliveries
- (viii) equipment use
- (ix) media production
- (x) aerial drone filming

- (xi) promotional recording
- (xii) reaction video content
- (xiii) raw footage capture
- (xiv) commercial editing
- (xv) social media integration

1.4(c) The Client acknowledges that each category of service carries its own unique risks, which are voluntarily accepted and fully governed by the limitations and protections contained in this Disclaimer.

1.5 Interpretation Principles

1.5(a) In interpreting this Disclaimer, the following rules apply:

- (i) words in the singular include the plural and vice versa
- (ii) references to persons include individuals, corporations, partnerships, and unincorporated bodies
- (iii) references to “including” or “includes” shall be interpreted expansively and without limitation
- (iv) headings exist for convenience and do not restrict interpretation
- (v) any ambiguity must be resolved in favour of the Company
- (vi) provisions must be construed to maximise enforceability

1.5(b) Where any conflict exists between this Disclaimer and any other document, contract, representation, or communication, this Disclaimer prevails to the maximum extent permitted by law.

1.6 No Waiver of Legal Advantage

1.6(a) Failure of the Company to enforce any term does not constitute a waiver.

1.6(b) Rights and protections contained herein survive indefinitely and remain enforceable regardless of circumstance, discontinuation of services, termination of communications, subscription cancellation, or expiry of any other agreement.

1.7 Survival and Continuing Effect

1.7(a) All provisions of this Disclaimer survive:

- (i) termination of services
- (ii) cancellation of bookings
- (iii) dispute closure
- (iv) loss of contact
- (v) cessation of business interaction
- (vi) expiration of time

1.7(b) The Client remains indefinitely bound by all obligations, responsibilities, waivers, and indemnities.

SECTION 2.0 – GLOBAL ASSUMPTION OF RISK, COMPREHENSIVE RISK ACCEPTANCE & VOLUNTARY EXPOSURE TO HAZARD

2.1 Foundational Principle of Assumed Risk

2.1(a) By engaging with the Company in any capacity, the Client acknowledges, affirms, agrees, and warrants that all activities associated with Transport, Courier, Media, Drone, Subscription, Digital, or Administrative services involve inherent, unavoidable, unpredictable, and potentially harmful risks.

2.1(b) These risks exist irrespective of:

- (i) driver skill
- (ii) vehicle condition
- (iii) equipment quality
- (iv) weather
- (v) environmental surroundings
- (vi) time of day
- (vii) service category
- (viii) distance travelled
- (ix) nature of courier items
- (x) recording environment

2.1(c) The Client expressly and voluntarily assumes **full and total responsibility** for all such risks, whether foreseeable or unforeseeable, disclosed or undisclosed, known or unknown, direct or indirect.

2.2 Universal Scope of Risk Acceptance

2.2(a) The Client's assumption of risk applies across all operational contexts, including but not limited to:

- (i) approaching the vehicle
- (ii) entering or exiting the vehicle
- (iii) occupying a seat within the vehicle
- (iv) standing near operational filming equipment
- (v) participating in drone-based capture
- (vi) transporting, handing over, or receiving courier goods
- (vii) interacting with digital systems
- (viii) relying upon Company information
- (ix) being present in proximity to recording devices

2.2(b) The Client acknowledges that risks may increase under conditions involving:

- (i) inclement weather
- (ii) road traffic density
- (iii) environmental disturbances
- (iv) technical malfunction
- (v) lighting changes
- (vi) sudden movement during filming
- (vii) noise exposure

2.2(c) Risk acceptance extends to all third parties associated with the Client.

2.3 Transport-Specific Physical Risks

2.3(a) Transport services inherently include the possibility of:

- (i) sudden braking
- (ii) forceful acceleration
- (iii) sharp turns
- (iv) swerving
- (v) evasive manoeuvres
- (vi) collision with objects, animals, or other vehicles
- (vii) slipping on entry or exit
- (viii) injury from improperly secured items
- (ix) discomfort due to modified suspension
- (x) sensory overwhelm due to performance modifications

2.3(b) The Client acknowledges that even with safe driving practices, risks cannot be eliminated.

2.3(c) No liability is accepted by the Company for physical injury arising from:

- (i) not wearing a seatbelt
- (ii) leaning into unsafe positions
- (iii) failing to secure belongings
- (iv) moving around the vehicle while in motion

2.4 Extended Environmental Risks

2.4(a) The Client acknowledges the possibility of environmental hazards including:

- (i) uneven footpaths
- (ii) slippery surfaces
- (iii) loose gravel
- (iv) potholes
- (v) fallen branches
- (vi) wildlife movement
- (vii) flooding
- (viii) obstructed walkways
- (ix) roadside debris

2.4(b) The Company disclaims liability for injuries or losses arising from environmental conditions beyond its control.

2.5 Courier-Specific Risks

2.5(a) Courier services involve risks including but not limited to:

- (i) vibration
- (ii) jostling
- (iii) shifting weight
- (iv) temperature fluctuations
- (v) handling by building staff
- (vi) delivery delays
- (vii) recipient unavailability

2.5(b) The Client acknowledges that the Company does not provide packing services and does not guarantee the structural integrity, safety, or survivability of transported goods.

2.6 Media, Filming & Publicity Risks

2.6(a) Participation in media activities carries risk of:

- (i) public exposure
- (ii) reputational harm
- (iii) emotional discomfort
- (iv) unexpected portrayal
- (v) viral dissemination
- (vi) identifiable background elements
- (vii) unintentional inclusion of private conversations
- (viii) distortion through editing

2.6(b) The Client voluntarily consents to all media-related risk.

2.7 Drone-Specific Operational Risks

2.7(a) Drone operation may involve:

- (i) wind gusts
- (ii) rotor turbulence
- (iii) noise exposure
- (iv) sudden elevation or directional changes
- (v) low-altitude proximity
- (vi) unplanned course deviation

2.7(b) The Client acknowledges the possibility of drone malfunction, temporary loss of control, GPS interference, or emergency auto-landing situations.

2.8 Digital, Cyber & Encryption Risks

2.8(a) Electronic communications may be intercepted, corrupted, delayed, misrouted, deleted, or accessed by unauthorised parties.

2.8(b) The Client voluntarily assumes all risk associated with:

- (i) digital transmissions
- (ii) email correspondence
- (iii) SMS messaging
- (iv) social media messaging
- (v) platform outages

- (vi) cyber vulnerability
- (vii) password compromise
- 2.8(c) Marketing terms such as “encrypted,” “secure,” or “private” do not constitute technical guarantees.

2.9 Psychological, Emotional & Reputational Risks

2.9(a) The Client acknowledges that interactions involving media and filming may result in:

- (i) embarrassment
- (ii) discomfort
- (iii) public commentary
- (iv) emotional distress
- (v) subjective misinterpretation by viewers

2.9(b) The Company accepts no responsibility for emotional or reputational outcomes.

2.10 Voluntary Participation

2.10(a) The Client confirms all participation is voluntary and informed.

2.10(b) The Client waives any claim alleging coercion, duress, misunderstanding, or misrepresentation relating to risk.

2.11 No Duty to Warn of Obvious Risks

2.11(a) The Company is not required to warn the Client of risks that are inherent, obvious, or reasonably foreseeable in the context of the service being provided.

2.11(b) The Client acknowledges these risks independently.

2.12 Acceptance of Increased Risk Through Client Behaviour

2.12(a) Risk increases when the Client:

- (i) behaves unpredictably
- (ii) distracts the driver
- (iii) obstructs filming equipment
- (iv) handles courier items improperly
- (v) ignores safety instructions
- (vi) consumes alcohol or drugs

2.12(b) The Client assumes all risks arising from their own behaviour.

2.13 Total Allocation of Risk to the Client

2.13(a) The Client agrees that the Company bears no liability for harm occurring during ordinary or extraordinary execution of services.

2.13(b) All risk, without limitation, is transferred to the Client.

SECTION 3.0 – COMPREHENSIVE GENERAL DISCLAIMER OF LIABILITY, WARRANTY, REPRESENTATION AND RELIANCE (MAXIMUM EXPANSION, PARAGRAPH FORM)

3.1 The Client acknowledges, understands and irrevocably agrees that all services provided by Transportation Me Pty Ltd are delivered strictly on an “as available,” “as operational,” and “as feasible under prevailing circumstances” basis, and that no representation, assurance, guarantee, undertaking, promise, commitment, expectation, or implied warranty of any form is given, suggested, or inferred regarding the availability, continuity, promptness, suitability, quality, timing, reliability, accuracy, completeness, or performance of any service, whether transport, courier, media production, drone operation, administrative interaction, subscription benefit, digital communication, data handling, or any related activity. The Client further agrees that any expectations they hold—whether formed through conversation, inquiry, impression, assumption, past experience, marketing language, or comparison to other service providers—shall not, under any circumstance, constitute a binding warranty, promise, obligation, or contractual undertaking by the Company.

3.2 The Client expressly acknowledges that any time estimates, arrival indicators, travel durations, delivery projections, media turnaround times, response timeframes, or informal statements regarding availability are approximations only and that the Company shall bear no liability for any deviation, inaccuracy, delay, postponement, cancellation, disruption, or failure to meet such estimates. This includes, without limitation, circumstances where the Client suffers disappointment, inconvenience, stress, financial loss, missed opportunities, missed appointments, missed flights, missed events, lost bookings, reputational consequences, or other negative outcomes arising from timing-related expectations. The Company shall not be responsible for planning failures, scheduling errors, external commitments, deadlines, or personal consequences experienced by the Client due to reliance upon optimistic assumptions or projected timeframes.

3.3 The Client further agrees that any information provided by the Company—whether verbal, written, electronic, graphic, promotional, automated, algorithmic, or incidental—shall not create a warranty of correctness, accuracy, completeness, precision, predictability, currency, stability, or reliability. The Company expressly disclaims responsibility for errors, omissions, outdated information, typographical variations, algorithmic routing differences, GPS deviations, map discrepancies, travel condition changes, or any other instance whereby information relied upon by the Client does not align with reality. The Client accepts all risks associated with reliance upon navigation estimates, service descriptions, promotional materials, website content, FAQs, or any communication that is not explicitly confirmed in writing as a legally binding guarantee.

3.4 The Client acknowledges that the Company is not responsible for variations in service quality or experience arising from external factors such as weather conditions, traffic density, construction zones, road closures, emergency incidents, telecommunications failures, platform outages, system overloads, mechanical conditions, third-party interference, or the behaviour or attitudes of other road users, pedestrians, observers, or environmental participants. The Client accepts that service quality may fluctuate, not due to negligence, but due to the unpredictable nature of operating in real-world environments. The Company shall not be liable for discomfort, dissatisfaction, or perceived inadequacy arising from circumstances outside its direct control.

3.5 The Client acknowledges that the Company retains sole and exclusive discretion over all operational decisions, including route selection, speed adjustments, scheduling decisions, safety-driven refusals, service modifications, filming angles, framing

decisions, editing techniques, drone flight patterns, digital communication timing, and acceptance or rejection of courier items. These discretionary decisions may affect convenience or expectations but shall not constitute breaches of duty, warranty, or representation. The Client agrees that all such decisions are made in good faith for operational, safety, regulatory, or efficiency reasons and bears no liability on the part of the Company, even if the Client would have preferred a different approach.

3.6 The Client expressly waives any right to assert that reliance upon statements made prior to, during, or after the provision of services constitutes a warranty or promise. This includes statements made by drivers, contractors, assistants, media operators, booking personnel, automated systems, or digital agents. The Client agrees that informal commentary, conversational assurances, casual estimates, or friendly guidance do not override this Disclaimer. No reliance may be placed on any statement unless the Company has expressly confirmed in a formal written document, labeled as a binding guarantee, signed by an authorised corporate officer, and supported by explicit contractual language.

3.7 The Client acknowledges that dissatisfaction with subjective elements—such as creative style, energy, tone, personality interactions, audio capture quality, visual editing, drone stabilisation quality, driving smoothness, vehicle modifications, ambient noise levels, lighting environments, or response time delays—shall not constitute grounds for asserting fault, liability, negligence, or entitlement to compensation or refund. The Company provides no guarantee of compatibility with Client expectations, preferences, sensitivities, personality types, emotional states, or internal assumptions about service experience.

3.8 The Company expressly disclaims all warranties arising from statute, common law, custom, industry practice, prior dealings, implied expectations, or alleged “normal standards.” To the extent that any such warranties cannot legally be excluded, their application is limited to the fullest extent permissible under Queensland and Australian law. The Client agrees that the Company shall not, under any circumstance, be held liable for consequential loss, indirect loss, loss of opportunity, emotional distress, reputational damage, perceived inconvenience, or dissatisfaction stemming from misaligned expectations or any misunderstanding of the scope, nature, or purpose of the service.

3.9 The Client acknowledges and agrees that all responsibility for verifying suitability, reliability, availability, compatibility, and personal preferences lies solely with the Client. The Company offers services without warranties of fitness for a particular purpose, merchantability, personal compatibility, emotional suitability, or expectation fulfilment. The Client accepts full responsibility for determining whether the service meets their own subjective needs, goals, preferences, sensitivities, schedules, comfort requirements, or tolerances.

3.10 This general disclaimer of liability shall survive indefinitely, shall apply to every service provided or contemplated, shall govern all future interactions whether or not connected to present services, and shall supersede all contrary assumptions, implied meanings, or expectations unless expressly overridden by a formal corporate contract executed by the Company.

SECTION 4.0 – EXTENDED TRANSPORT SERVICE DISCLAIMER, MOVEMENT-RELATED RISK STATEMENT, AND NON-LIABILITY FOR OPERATING CONDITIONS

4.1 The Client acknowledges, agrees and affirms that private transportation services inherently involve fluctuating road, traffic, environmental, mechanical, human and logistical conditions which cannot be controlled, predicted, suppressed, stabilised, prevented, or mitigated in their entirety by the Company, regardless of the level of care exercised. The Client understands that the simple act of travelling in a vehicle—whether it be a modified high-performance vehicle, a standard passenger car, an urban transport vehicle, or any other Company-operated conveyance—unavoidably exposes the Client to risks associated with motion, kinetic force, sudden directional change, acceleration, deceleration, vibration, road-angle variation, sound resonance, environmental stimulation, and proximity to other road users. The Client accepts these risks fully and without limitation, acknowledging that even the safest conditions may give rise to unanticipated physical, emotional, sensory or logistical impacts that are beyond the Company's control.

4.2 The Client accepts that the Company bears no liability for discomfort, unease, fear, anxiety, motion sickness, sensory overload, distress, or subjective dissatisfaction arising from the nature of the vehicle's motion, driver technique, route selection, performance characteristics, or environmental conditions. The Client acknowledges that the Company retains absolute discretion to select routes based on safety, expediency, terrain, time of day, visibility, traffic conditions, police operations, foreseeable hazards, or any other operational factor. The Company shall not be required to justify, defend, or explain its navigational judgments to the Client and shall not be deemed negligent for selecting a route different from what the Client might have preferred or expected. The Client further agrees that route deviations, detours, sudden manoeuvres, unexpected slowdowns, or rapid transitions caused by road conditions, pedestrians, wildlife, or other vehicles do not constitute negligence or breach of duty.

4.3 The Client acknowledges that all vehicles used by the Company—whether temporary or permanent fleet assets—may include performance modifications, aesthetic modifications, interior adjustments, lighting enhancements, suspension differences, aftermarket components, or manufacturer-standard features that yield a unique ride profile. The Company provides no guarantee that the sensory experience, noise levels, lighting environment, temperature levels, seat position, suspension responsiveness, or spatial ergonomics will align with the Client's expectations or tolerances. The Client accepts full responsibility for communicating any medical sensitivities or vulnerabilities *prior* to booking but acknowledges that even with such communication the Company cannot guarantee a tailored or modified experience.

4.4 The Client further acknowledges that entering and exiting the vehicle presents inherent risks including slipping, tripping, loss of balance, twisted ankles, knee strain, muscle tension, collision with door frames, or misjudgment of footing. These risks may be heightened in environments involving poor lighting, wet surfaces, uneven ground, steep inclines, roadside gravel, pedestrian congestion, or environmental debris. The Client accepts full responsibility for exercising caution, maintaining awareness and using appropriate technique when entering or exiting the vehicle. The Company is not liable for any injury resulting from improper technique, haste, inattention, intoxication, impairment, carrying of items, footwear choice, or personal mobility limitations.

4.5 The Client acknowledges that road behaviour of third parties—including pedestrians, cyclists, motorcyclists, domestic animals, wildlife, commercial vehicles, emergency responders, rideshare drivers, or private motorists—cannot be predicted or controlled by the Company. The Company bears no liability for collisions, near-misses, harsh braking, sudden swerving, evasive manoeuvres, or vehicle adjustments necessary to avoid hazards created by third-party actors whose behaviour may be negligent, unlawful, unpredictable, erratic, aggressive, inattentive, obstructive, or impaired. The Client agrees that such occurrences, and any associated inconvenience or fear, do not constitute evidence of driver misconduct or Company liability.

4.6 The Client acknowledges that extreme or disruptive weather conditions—including rain, hail, wind gusts, fog, smoke, flooding, heat exposure, sunlight glare, dust, road spray, or atmospheric instability—may materially affect driving conditions, route selection, travel times, sensory comfort, or traction. The Company bears no liability for discomfort, delays, safety decisions, route changes, cancellations, or operational adjustments triggered by weather or natural conditions. The Client agrees that such circumstances are external, unavoidable and not attributable to any Company failure.

4.7 The Client acknowledges that mechanical failures or performance issues—including but not limited to tyre punctures, battery warnings, check-engine indicators, sensor malfunctions, electronic interference, fluid leaks, brake wear, lighting faults, suspension anomalies, or any other mechanical or electronic irregularity—may arise without warning. The Company shall not be held liable for delays, interruptions, cancellations, schedule alterations, roadside incidents, or personal inconvenience arising from mechanical factors beyond the Company's preventive measures. The Client agrees that mechanical unpredictability is inherent in all vehicles and does not indicate negligence or breach.

4.8 The Client accepts that transportation delays, disruptions, cancellations or modifications may arise from police operations, RBT checkpoints, accidents, traffic congestion, emergency incidents, road closures, detours, construction, public events, crime scenes, parades, protests, or unexpected hazards. The Company bears no liability for missed appointments, financial loss, emotional frustration or consequential damages arising from such disruptions. The Client acknowledges that the Company is entitled to refuse travel into certain neighbourhoods, private properties, unsafe locations, unlit areas, or restricted-access regions based on safety judgment alone, without explanation or liability.

4.9 The Client agrees that no guarantee of arrival time, transit time, punctuality, speed, efficiency, or environmental comfort is provided or implied. The Company shall not be held responsible for adverse outcomes associated with scheduling expectations, such as missed flights, missed events, exam lateness, job interview lateness, medical appointment complications, or disruption of third-party commitments. The Client assumes full responsibility for allocating appropriate time buffers and accepting the unpredictability of travel conditions.

4.10 This Transport Service Disclaimer extends indefinitely, applies universally to all forms of travel undertaken with the Company, and is not extinguished by completion of a single trip, isolated instance, or temporary cessation of service. The obligations, acknowledgements, risk allocations, and liability exclusions herein survive all future interactions between the Company and the Client, regardless of duration, context, service category, or booking method.

SECTION 5.0 – EXPANDED COURIER, DELIVERY, ITEM-HANDLING, LOGISTICS & TRANSPORT-OF-GOODS DISCLAIMER

5.1 The Client acknowledges and accepts that courier and delivery services inherently involve variables, uncertainties, and operational risks that cannot be fully controlled, predicted, or eliminated by the Company, regardless of experience, precaution, or diligence. The Client understands that once an item is handed to the Company for transport, the item is subjected to the natural, mechanical, environmental, and logistical conditions inherent in vehicular carriage, including movement, vibration, stacking pressure, weight distribution changes, thermal exposure, motion-induced strain, impact from normal transport dynamics, delays from traffic, and occasional handling transitions. These phenomena occur in all delivery activities, regardless of the professionalism of the transport provider, and the Client assumes full and complete responsibility for any consequences to the item resulting from these inherent conditions.

5.2 The Client acknowledges that the Company does not provide packaging services, structural reinforcement services, sealing services, wrapping services, void-fill procedures, fragility assessments, hazard identification, or suitability assessments of any kind. Accordingly, the Client bears sole responsibility for ensuring that items are packaged in a manner appropriate for the nature of the goods, the intended travel distance, the expected motion of vehicular travel, temperature variation, handling requirements, and the fragility or sensitivity of the item. The Client agrees that inadequate packaging, insufficient cushioning, loose internal components, weak seams, poorly sealed containers, or misjudged fragility shall not give rise to claims against the Company under any circumstances. All responsibility for packaging integrity rests exclusively with the Client.

5.3 The Client further acknowledges that the Company cannot control or influence the environment into which a package is delivered, including building policies, access restrictions, front desk limitations, security conditions, concierge rules, mailroom procedures, recipient unavailability, or the behaviour of third-party intermediaries involved in receiving or storing goods. The Company bears no liability for delays, refusal of entry, missed handovers, failed delivery attempts, additional access requirements, or any resulting inconvenience. The Client agrees that redelivery fees, return fees, additional access fees, or logistical complications resulting from such third-party or environmental circumstances remain solely the Client's responsibility.

5.4 The Client acknowledges that courier travel—whether short-distance, long-distance, local, interstate, urban, suburban or rural—may involve sudden braking, irregular road surfaces, potholes, speed humps, driveway inclines, curb transitions, unexpected pedestrian avoidance, wildlife avoidance, road debris, tight manoeuvres, and other dynamic forces. These movements may cause internal shifting of goods, compression, friction, deformation, impact damage, spillage, rupture, or destabilisation of items during transit. The Company bears no responsibility for such outcomes, as these effects arise inherently from the physics of movement and do not constitute negligence, mishandling, or inadequate care.

5.5 The Client acknowledges that certain items are inherently high-risk, delicate, sensitive, fragile, temperature-dependent, pressure-sensitive, or structurally vulnerable to even minor vibration or changes in environmental conditions. This includes glassware, porcelain, liquid items, electronic devices, sculptures, instruments, high-pressure canisters, pharmaceuticals, artworks, perishables, and sentimental or irreplaceable goods. The Client understands that such high-risk items may suffer damage despite proper handling, as their fragility exceeds the resilience required for vehicle transport. The Company is not

liable for loss, damage, degradation, malfunction, spoilage, deformation, cracking, leaking, contamination, warping, or failure of any such items.

5.6 The Client acknowledges that once a courier item is delivered, handed to a third party, left in a designated safe location, or returned due to recipient unavailability, the Company's responsibility for the item ceases immediately and permanently. The Client agrees that theft, tampering, misplacement, weather exposure, vandalism, animal interference, accidental damage, or any adverse incident occurring after delivery or attempted delivery is solely the Client's risk and shall not be attributed to the Company.

5.7 The Client acknowledges that the Company does not and cannot insure items in transit unless expressly agreed in writing through a separate contract specifying coverage parameters, premiums, payout conditions, exclusions, and value declaration. The Client further agrees that absent such a formalised insurance agreement, the Company's total liability for courier items—regardless of contents, value, importance, sentimental significance, or consequential loss—is strictly limited to two hundred dollars (\$200 AUD) as an absolute maximum. This limitation applies irrespective of whether the item is valued significantly higher, whether the Client disclosed or did not disclose the actual value, and whether monetary or sentimental value exceeds that amount.

5.8 The Client acknowledges and agrees that the Company is not responsible for the transport of prohibited, illegal, controlled, hazardous, perishable, or unfit items, and bears no liability for consequences arising from the Client's concealment, misrepresentation, or nondisclosure of such goods. The Client accepts full liability for any legal, financial, environmental, or safety consequences resulting from providing items that violate laws, regulations, material transport restrictions, or Company policies. The Company reserves the right to refuse, destroy, isolate, or report prohibited goods to the appropriate authorities as required by law, without liability or compensation of any kind.

5.9 The Client acknowledges that the Company reserves the absolute right to inspect, refuse, postpone, or discontinue courier transport where packaging appears unsafe, where odour or leakage is detected, where containers appear swollen or compromised, where structural integrity appears insufficient, or where items appear hazardous or incompatible with safe transport. The Client agrees that refusal of service under such conditions does not constitute discrimination, breach of contract, or misconduct but is instead an exercise of reasonable safety judgement. The Client further agrees that such refusal does not give rise to refunds or compensation.

5.10 The Client acknowledges that courier services may be delayed by operational factors including traffic congestion, weather conditions, time-of-day limitations, night-time restrictions, driver fatigue management, competing delivery obligations, distance constraints, communication failures, or unforeseen events requiring detours. The Company bears no responsibility for losses, disruptions, emotional frustration, business impact, personal inconvenience, missed deadlines, missed opportunities, or reputational effects arising from courier delays. The Client accepts full responsibility for scheduling items for delivery with sufficient time margins to accommodate all foreseeable and unforeseeable delays.

5.11 This Courier, Delivery and Logistics Disclaimer is intended to operate with maximum breadth, depth, and legal enforceability, superseding any verbal assurances, expectations, or assumptions held by the Client. It applies universally to all courier interactions, past, present, and future, and survives indefinitely, remaining enforceable regardless of the termination of any relationship or cessation of transport services.

SECTION 6.0 – EXPANDED MEDIA, FILMING, CONTENT CAPTURE, PUBLICATION, CREATIVE OUTPUT, REPRESENTATION & EXPOSURE DISCLAIMER

6.1 The Client acknowledges, agrees and irrevocably accepts that all media-related services provided by Transportation Me Pty Ltd, whether involving video capture, photography, drone aerial filming, audio recording, environmental ambience collection, behind-the-scenes documentation, reaction-style filming, promotional footage, or any other related creative or technical process, inherently involve the production of visual, audio, digital, representational, derivative, interpretative, narrative or stylised content which may not align with the Client's expectations, preferences, comfort levels, emotional sensitivities, reputational interests, or desired portrayal. The Client acknowledges that once they participate in or are incidentally captured within a filming environment—whether intentionally posed or inadvertently recorded—they are exposed to a broad spectrum of potential outcomes, including public visibility, creative reinterpretation, contextual shifts, editorial framing, comedic or exaggerated tone, neon-styled thematic presentation, or any other artistic choice exercised by the Company, and that such exposure does not constitute harm, breach, misrepresentation, wrongdoing, or grounds for complaint or compensation.

6.2 The Client further acknowledges that media production inherently involves subjective creative judgment exercised exclusively by the Company, including decisions relating to camera angles, lens choice, frame rate, shutter speed, lighting conditions, colour profile, stylistic treatment, editing approach, thematic direction, audio balance, visual enhancements, digital overlays, motion graphics, narrative pacing, background inclusion, cropping, selective omission, or any other process involved in shaping a final creative work. The Client agrees that they have no authority, right, entitlement, or legitimate expectation to dictate, restrict, influence, control, or veto these artistic decisions unless expressly stated in a separate written contract drafted specifically for customised commercial content. Any dissatisfaction with stylistic direction, editorial outcome, perceived tone, humour elements, or unintended background capture shall not, under any circumstance, impose liability upon the Company.

6.3 The Client acknowledges that media captured by the Company may be used in a wide variety of contexts including promotional material, website content, digital advertising, social media posts, online storytelling, collaborative works with creative partners, commercial branding campaigns, illustrative examples, training content, or portfolio presentations. Such use may occur immediately, months later, or years after initial capture, and may be repurposed, reedited, reframed, recoloured, combined with other footage, or integrated into new thematic narratives without the Client's further awareness or participation. The Client irrevocably consents to such use, acknowledges it is perpetual and royalty-free, and agrees that no payment, notification, approval request, or continued consultation is required at any future time.

6.4 The Client recognises that filming environments may be dynamic, unpredictable, and influenced by movement, background traffic, environmental noise, weather conditions, lighting irregularities, or unplanned third-party presence. The Client agrees that such conditions may produce footage that is imperfect, incomplete, distorted, partially obstructed, over-exposed, under-

exposed, or aesthetically inconsistent with their expectations. These imperfections do not constitute grounds for alleging negligence, misrepresentation, substandard service, or entitlement to any form of remedy or compensation.

6.5 The Client acknowledges that participation in media activities may create emotional, psychological, or reputational effects including embarrassment, self-consciousness, unintended reactions, perceived awkwardness, social commentary, misinterpretation by viewers, publication circulation beyond the intended audience, meme-based reinterpretation, or digital virality. The Client agrees that such outcomes are inherent in modern digital environments and that the Company bears no responsibility for public reactions, user-generated commentary, reposts, edits, remixes, screenshots, deepfakes, or any derivative activity carried out by individuals or third-party platforms beyond the Company's control. The Client waives all claims relating to reputational or emotional consequences associated with media publication.

6.6 The Client acknowledges that filming and audio capture may inadvertently record private conversations, background remarks, incidental gestures, personal expressions, interactions with others, or other contextual elements occurring within the recording environment. The Client agrees that such incidental capture is unavoidable, that it does not constitute a privacy breach by the Company, and that editing decisions will be made solely at the Company's discretion. The Client further acknowledges that the Company may choose to retain or delete such footage at its own discretion and is not obligated to remove or obscure any content unless required by law.

6.7 The Client acknowledges that equipment used in filming—including handheld gimbals, stabilisers, microphones, drones, lighting rigs, mobile cameras, dashboard mounts, tripods, and vehicle-mounted devices—may create physical or sensory risks such as tripping hazards, sudden camera movement, glare from lighting, momentary auditory discomfort, or mild turbulence from drone proximity. The Client voluntarily accepts all such risks and agrees that the Company is not liable for physical injury, sensory discomfort, startle response, or incidental interactions resulting from equipment operation.

6.8 The Client acknowledges that raw footage, unedited files, behind-the-scenes recordings, or unused takes remain the exclusive property of the Company and may be retained, archived, deleted, modified, or repurposed at the Company's sole discretion. The Client has no entitlement to receive raw footage unless explicitly included as part of a separate media package purchased under distinct terms. The Company bears no obligation to store, preserve, deliver, or retrieve raw footage beyond its ordinary operational processes and shall not be liable for any loss, corruption, or inaccessibility of media files.

6.9 The Client agrees that the Company retains complete and exclusive intellectual property rights over all recorded, edited, captured, produced, or derivative media, including copyright, creative rights, licensing rights, publication rights, and reproduction rights. No transfer of any such rights occurs through participation in filming activities or through receipt of final edited content. The Client may not modify, redistribute, commercially exploit, resell, license, or publicly misrepresent such content without explicit written permission from the Company.

6.10 The Client acknowledges that all participation in media activity is voluntary, and that refusal to participate, withdrawal of consent, emotional discomfort, or post-participation regret shall not create any obligation for the Company to alter, remove, compensate, or restrict the use of content already captured. The Client waives any right to assert that their change of mind constitutes a revocation of consent or grounds for a takedown request unless expressly required by Queensland or Australian law.

6.11 This Media and Filming Disclaimer extends indefinitely, applies to all past, present, and future content created or captured by the Company, and remains fully binding even after the Client ceases to engage with or receive services from the Company. Participation in a single filming event constitutes acceptance of the permanent and irrevocable nature of this clause.

SECTION 7.0 – EXPANDED DRONE OPERATION, AERIAL FILMING, REMOTE SYSTEMS, ENVIRONMENTAL INTERACTION & AERONAUTICAL RISK DISCLAIMER

7.1 The Client acknowledges, accepts and fully understands that drone usage, aerial filming, and all related airborne or remote-operated equipment deployed by Transportation Me Pty Ltd involve complex, high-risk, and highly variable operational conditions which cannot be fully controlled, stabilised, predicted, or guaranteed, even with strict adherence to CASA regulations, industry standards, piloting best practices, and responsible operational judgment. The Client agrees that drone flight is subject to the influence of environmental factors, mechanical factors, electromagnetic factors, geospatial factors and real-time human decision-making complexities, all of which may affect drone trajectory, camera stability, altitude control, recording integrity, and flight path reliability.

7.2 The Client acknowledges that drones are susceptible to weather phenomena including wind gusts, temperature shifts, thermal pockets, humidity fluctuations, atmospheric pressure variations, turbulence created by nearby structures, tree-line interference, ground effect instability, sun glare, fog, mist, rain, haze, dust particles, insects and sudden changes in ambient conditions. The Client agrees that these phenomena may affect footage quality, flight duration, flight safety, and drone responsiveness, and that the Company bears no liability for any consequence arising from weather-related instability, including discomfort, noise, unexpected drone movement, aborted flights or altered footage outcomes.

7.3 The Client acknowledges that drones rely on complex technical systems including GPS satellites, electronic compasses, inertial measurement units, stabilisation gyroscopes, flight controllers, signal transmitters, receivers, batteries, memory storage devices, and onboard processors. These systems can experience temporary or permanent malfunction due to electromagnetic interference, radio frequency congestion, reflective surfaces, metallic infrastructure, construction sites, power lines, telecommunications towers, atmospheric anomalies, firmware conflicts, battery degradation, or spontaneous hardware failure. The Client accepts that no drone manufacturer or operator can ensure perfect reliability and that the Company bears no responsibility for loss of control, abrupt emergency landings, unexpected behaviour, or corrupted footage resulting from technological malfunction.

7.4 The Client acknowledges that drone footage may be incomplete, distorted, over-exposed, under-exposed, improperly focused, unstable, shaky, improperly framed, obstructed by environmental elements or compromised by sudden environmental events. The Client further agrees that such imperfections do not constitute service failure, negligence, unprofessional conduct,

or grounds for compensation or refund. Drone filming is inherently dynamic, and the Company makes no promise of footage continuity, recording stability, uninterrupted signals, ideal lighting, or cinematic perfection.

7.5 The Client acknowledges that drone operation creates inherent physical risks, including the risk of rotor turbulence, propeller wind downdraft, debris displacement, dust uplift, noise disturbance, momentary disorientation, and minor atmospheric disturbance in close proximity to people, structures, vehicles, wildlife, or loose objects. By remaining in the vicinity of drone activity, the Client voluntarily exposes themselves to such risks and accepts full responsibility for any discomfort, startle response, anxiety, balance loss, hair or clothing disturbance or sensory impact arising from drone proximity.

7.6 The Client acknowledges that Transportation Me Pty Ltd retains sole and absolute discretion over where and when a drone may be flown, including decisions to cancel flights, suspend flights, modify flight plans, adjust altitude, terminate recordings prematurely, alter directional patterns, avoid certain environments, refrain from aerial capture, or decline aerial filming altogether due to safety, regulatory, environmental, technical or operational concerns. The Company shall not be required to justify these decisions nor compensate the Client for any resulting disappointment or footage limitation.

7.7 The Client agrees that drone filming may inadvertently capture property, persons, vehicles, animals, infrastructure, signage, license plates, or activities occurring in the vicinity of the flight. The Client acknowledges that such incidental capture is lawful under Australian aerial filming regulations and does not constitute a privacy breach, misconduct, invasive behaviour or misuse of equipment by the Company. The Company shall not be held liable for any repercussion, complaint, objection, or dispute arising from the incidental capture of third-party property or activity.

7.8 The Client acknowledges that drone footage may be stored temporarily, permanently, or for an indefinite period depending on operational needs, and may be deleted, overwritten, corrupted, misplaced, lost, or rendered inaccessible at any time without notice. The Client understands that no guarantee of footage preservation exists and that the Company shall not be liable for data loss arising from memory card corruption, software malfunction, accidental deletion, equipment replacement, or storage system failure.

7.9 The Client acknowledges that aerial filming involves legal obligations, CASA airspace restrictions, no-fly zones, altitude caps, proximity rules, safety buffers and environmental compliance requirements which may restrict or prohibit drone operation in certain areas. The Client agrees that the Company bears no responsibility for the Client's misunderstanding of these regulations and may refuse drone operation at any time, without refund, if legal conditions render the environment unsuitable for aerial activity.

7.10 The Client acknowledges that aerial footage is an inherently interpretative creative medium and that the Company holds full editorial authority to edit, crop, stylise, colour-grade, stabilise, de-stabilise, re-sequence, narratively restructure or strategically repurpose drone footage into final creative works, including but not limited to commercial promotional material, social media content, brand documentaries, teaser sequences or thematic compilations. The Client agrees that they possess no ownership interest in drone footage, no intellectual property rights, no licensing rights, no claim to source files, and no entitlement to dictate final editorial form unless explicitly contracted otherwise.

7.11 The Client agrees that the Company is not liable for injuries, hazards, disturbances or property issues arising from individuals approaching, tampering with, attempting to touch, obstructing, or interfering with drones or drone operators. Any injury resulting from a Client or third party ignoring safety instructions, stepping into flight paths, attempting to retrieve drones, or standing too close to take personal videos or photographs shall be the sole responsibility of the Client.

7.12 This Drone Operation Disclaimer applies universally, indefinitely, and retroactively to all aerial filming activities undertaken by the Company and shall remain binding regardless of service completion, footage publication, or cessation of future engagement with the Company.

SECTION 8.0 – EXPANDED DIGITAL COMMUNICATIONS, PLATFORM RELIANCE, DATA TRANSMISSION, SYSTEM AVAILABILITY, ACCESSIBILITY, TECHNOLOGICAL FAILURE & ELECTRONIC INTERACTION DISCLAIMER

8.1 The Client acknowledges, understands, and irrevocably accepts that all digital communications exchanged with Transportation Me Pty Ltd—whether through SMS, email, webforms, online booking portals, subscription interfaces, payment gateways, social media platforms, messaging applications, automated notification systems, third-party plug-ins, or integrated technology services—are inherently subject to delays, disruptions, misrouting, filtering, blocking, throttling, corruption, security vulnerabilities, temporary outages, permanent failures, and inconsistencies beyond the Company's control. The Client agrees that no delivery confirmation, message timestamp, online indication, "seen" receipt, app notification, system acknowledgement, or lack thereof shall serve as evidence of intentional non-communication, negligent omission, or operational failure by the Company. All risks associated with digital communication delays or failures rest solely with the Client.

8.2 The Client acknowledges that electronic messages may be diverted into spam folders, junk filters, message requests, promotional tabs, security quarantine filters, automated review queues, restricted folders, hidden categories, or platform-specific secondary inboxes. Social media messages, particularly through platforms such as Instagram or Facebook, are subject to algorithmic filtering, shadow prioritisation, auto-restriction, and suppression based on content type, account status, message frequency, or changes in platform policy. The Client agrees that the Company is not obligated to continuously monitor all potential message categories and shall not bear liability for any missed communication arising from algorithmic filtering or platform behaviour.

8.3 The Client acknowledges and accepts that all digital platforms utilised by the Company, including hosting providers, domain services, DNS infrastructure, cloud storage providers, CRM tools, payment processors, and form submission engines, are operated by third-party entities whose systems may experience downtime, delay, degradation, maintenance windows, unexpected outages, configuration changes, cybersecurity events, data-centre issues, or technical instability. These disruptions may render parts of the Company's digital ecosystem temporarily or permanently inaccessible. The Client agrees that the Company is not liable for missed bookings, delayed responses, subscription interruption, unprocessed payments, failed form submissions, or loss of uploaded data arising from failures in third-party infrastructure.

8.4 The Client acknowledges that digital communication technologies—including but not limited to mobile networks, Wi-Fi, satellite connectivity, email servers, content delivery networks, authentication systems, and SMS gateways—frequently experience unpredictable congestion, signal degradation, latency spikes, dropped packets, delivery errors, cross-carrier delays, phone operating system interruptions, or temporary incompatibility with device software updates. Accordingly, the Client agrees that missed, delayed, or duplicated messages do not constitute evidence of negligence or breach by the Company, and accepts responsibility for verifying critical communications through additional channels if time-sensitive.

8.5 The Client agrees that reliance on real-time navigation systems, automated route estimations, distance calculators, digital mapping technologies, GPS data, and time-to-arrival indicators must not be interpreted as precise, authoritative, or guaranteed information. These systems regularly update routes dynamically based on traffic, accidents, construction, algorithmic predictions, or external data feeds, and may provide inaccurate or shifting time estimates. The Company shall not be held liable for differences between projected and actual travel times, nor for any adverse consequences the Client experiences as a result of reliance on digital estimations.

8.6 The Client acknowledges that encryption, security features, privacy messaging, or references to “encrypted systems” used in Company marketing are not technical guarantees of absolute confidentiality, impermeable security, or invulnerability to interception. Electronic communication inherently involves data passing through multiple servers, networks, carriers, routers, API providers, and platform processors, any of which may be compromised, misconfigured, outdated, accessible to third parties, or vulnerable to cyber threats. The Client assumes all risk associated with transmission and storage of digital information and agrees that the Company bears no responsibility for breaches originating from external vulnerabilities.

8.7 The Client acknowledges that participation in digital activities—including website browsing, online booking, message exchanges, email submissions, file uploads, mobile verification, subscription sign-ups, and payment authorisations—may expose them to risks such as phishing attacks, spoofed messages, fraudulent impersonation, malware injection, credential harvesting, social engineering attempts, DNS hijacking, cookie theft, cache manipulation, session replay, or platform compromise. The Company does not guarantee protection against such risks and shall not be liable for financial loss, identity theft, unauthorised account access, or reputational damage arising from digital or cyber threats.

8.8 The Client acknowledges that payment processors such as Stripe, Square, PayPal, or any external billing service used by the Company operate independently and may impose card verification delays, transfer holds, fraud reviews, identity security challenges, declined transactions, or unanticipated maintenance. The Company bears no liability for failed payments, duplicate payments, declined charges, subscription interruptions or delays triggered by third-party payment infrastructure, banking networks, card issuer restrictions, or regulatory procedures governing financial transactions.

8.9 The Client acknowledges and agrees that digital records—including invoices, booking confirmations, emails, message threads, media files, courier logs, and driver communications—may be lost, corrupted, altered, deleted, overwritten or rendered inaccessible due to software malfunction, server failure, user error, device malfunction, storage degradation, expired cloud sessions, or third-party system instability. No guarantee is made that digital records will be preserved indefinitely, and the Client agrees that absence of such records shall not prejudice the Company or imply wrongdoing.

8.10 The Client acknowledges that technological updates, API changes, platform reconfigurations, or provider-imposed feature alterations may modify or remove functionalities without notice, including booking features, message formatting, distance calculators, estimated pricing tools, location tracking, or automated notifications. The Client agrees that the Company is not responsible for the consequences of such provider-level changes and shall not be held liable for any disruption, inconvenience, or confusion arising from evolving digital environments.

8.11 The Client acknowledges that the Company retains discretion to adopt, modify, discontinue, suspend, or replace any digital system, communication method, booking workflow, payment interface, or operational platform at any time without prior notification. The Company shall not be obligated to explain system changes or provide transitional alternatives. The Client accepts that digital processes are dynamic and that continuity of method cannot be guaranteed.

8.12 The Client agrees that electronic signatures, digital agreements, text-based confirmations, online consent forms, or acceptance by conduct carry full legal force and effect, and that failure to explicitly object to digital notices constitutes acceptance. The Client acknowledges that failure to regularly monitor their communication channels does not relieve them of obligations created by digital contracts or notifications.

8.13 This Digital Communications and Platform Reliance Disclaimer applies universally to all digital interactions with the Company and shall remain fully binding across all future technological evolutions, platform changes, and communication systems, regardless of whether the Client believes a future technology should operate differently than those described herein.

SECTION 9.0 – ENCRYPTION, SECURITY, DATA HANDLING, TECHNOLOGICAL LIMITATION, PRIVACY EXPECTATION REDUCTION & MARKETING LANGUAGE CLARIFICATION DISCLAIMER

9.1 The Client acknowledges, understands, and irrevocably agrees that any terminology, phrasing, branding language, marketing descriptors, conceptual representations, aesthetic themes, or promotional material produced or distributed by Transportation Me Pty Ltd which utilise words or phrases such as “encrypted,” “secure,” “protected,” “private,” “confidential,” “shielded,” “locked,” “military-grade,” “industry-leading,” “cutting-edge security,” or any similar wording, whether in literal or figurative form, constitute **marketing expressions** and **value-based branding language**, not technical guarantees, contractual warranties, or operational assurances relating to cybersecurity, data confidentiality, privacy integrity, or invulnerability to interception or compromise. The Client agrees that no matter how such phrases appear in advertising or public-facing materials, they do not create legally enforceable expectations and shall not be interpreted as objective security guarantees nor representations that the Company’s systems, communication channels, operational methods, or technological platforms conform to any specific encryption standard or regulatory cybersecurity certification.

9.2 The Client acknowledges that all digital transmissions—including SMS messages, emails, website submissions, API requests, social media communications, uploaded files, booking notes, courier item descriptions, and metadata—may pass through a chain of servers, nodes, ISPs, gateways, caching layers, authentication services, or content moderation filters operated by independent third-party organisations. These third-party systems may host logs, retain data, copy data temporarily, analyse metadata, or transmit packets through multiple jurisdictions, and the Company has no oversight, control, or direct visibility into such processes. Consequently, the Client agrees that absolute privacy, anonymity, confidentiality or encryption integrity cannot be assured, and acknowledges that even encrypted connections can be compromised by endpoint vulnerabilities, device infections, credential theft, software bugs, key-logging malware, unauthorised device access, or phishing attacks.

9.3 The Client acknowledges that most breaches of confidentiality or data security arise not from systemic encryption failures but from user-side vulnerabilities, including but not limited to weak passwords, reused passwords, compromised email accounts, outdated device software, malware on Client devices, shared logins, social engineering attacks, accidental forwarding of messages, screenshot sharing, or the presence of third parties within viewing range of private communications. The Client irrevocably accepts full responsibility for securing their own devices, enabling multi-factor authentication where possible, avoiding insecure networks, maintaining updated software, and preventing unauthorised access to their phones, computers, tablets, and social media accounts. The Client agrees that the Company bears no liability for breaches originating from or facilitated by the Client's own device insecurity.

9.4 The Client acknowledges that interception, duplication, corruption, distortion, misdelivery, or unauthorised access to digital transmissions may occur even when both parties use encrypted or password-protected systems. The Client agrees that email providers, telecommunications carriers, cloud platforms, messaging applications, browsers, and operating systems may introduce unforeseen vulnerabilities outside the Company's knowledge or control. Accordingly, the Client waives any claim alleging that the Company "guaranteed privacy," "promised encryption security," or "claimed impenetrability" simply because branding or marketing materials employed aesthetic language suggestive of secrecy, privacy or protection.

9.5 The Client accepts that encryption itself is a layered and evolving technology subject to deterioration, deprecation, algorithmic replacement, certificate expiry, misconfiguration, server errors, browser conflicts, cipher suite inconsistencies, SSL/TLS handshake failures, endpoint compromise, insider threats, or man-in-the-middle susceptibility. The Company expressly disclaims any liability arising from any such technological limitation. The Company makes no assertion that its systems are immune to decryption attempts, brute-force attacks, credential-stuffing attacks, session hijacking, API exploitation, Wi-Fi scanning, packet capture, router interference, or any cyber threat that may arise now or in the future.

9.6 The Client agrees that the Company is not responsible for the conduct, negligence, misconfiguration, security posture, data-handling policies, privacy breaches, storage practices, or platform vulnerabilities of any external service provider utilised by the Company, including but not limited to email hosting providers, CRM systems, booking platforms, web hosts, DNS providers, digital form processors, payment processors, social media platforms, content delivery networks, video storage services, or workforce communication tools. The Client agrees that such platforms operate independently and may expose transmitted information to vulnerabilities that the Company cannot prevent.

9.7 The Client acknowledges that information voluntarily disclosed by them—including personal information, contact details, booking notes, courier item descriptions, media preferences, scheduling details, social media profiles, subscription details, or any communication directed to the Company—may be visible to certain personnel, contractors, booking managers, or technical service providers engaged by the Company. The Client agrees that this necessary internal visibility does not constitute a privacy breach nor an unauthorised disclosure, but rather an operational requirement inherent to service delivery.

9.8 The Client acknowledges that while the Company may adopt reasonable administrative, operational, or technical measures intended to safeguard information, such measures are inherently limited and cannot eliminate all risks associated with digital communication or data handling. The Client expressly waives any expectation that the Company must implement enterprise-grade cybersecurity infrastructure or cyber-forensic monitoring unless such obligations are imposed by a specific written agreement executed by the Company.

9.9 The Client acknowledges that the Company may, in compliance with legal requirements, regulatory obligations, or lawful requests by police or government authorities, disclose, transmit, or grant access to certain data or recordings. The Client agrees that compliance with legal directives does not constitute a privacy breach and that the Company bears no liability for disclosure mandated by law.

9.10 The Client acknowledges that proof of identity, screenshots, booking logs, message histories, or digital traces may be used in the event of disputes, internal investigations, insurance processes, safety incidents or legal proceedings. The Client agrees that refusal to provide required digital evidence, deletion of relevant records, modification of timestamps, or obstruction of digital investigation may constitute a breach of this Disclaimer.

9.11 The Client explicitly waives any right to claim damages, compensation, reputational relief, emotional distress relief, business loss, consequential loss or punitive damages arising from any perceived or actual weakness in digital communication security, system availability, encryption efficacy, data retention, data deletion, or technological performance. The Client accepts that data vulnerabilities, while undesirable, are an unavoidable characteristic of modern digital ecosystems and that no liability rests with the Company for such occurrences.

9.12 This Encryption, Security, and Data Handling Disclaimer applies universally, unconditionally, and indefinitely to all past, present and future digital interactions between the Client and the Company, and supersedes any marketing language or implied assurances perceived by the Client through branding, design themes, aesthetic representations or promotional material suggesting heightened privacy or security capabilities.

SECTION 10.0 – RECORDING, AUDIO SURVEILLANCE, VISUAL CAPTURE, STORAGE LIMITATION, FOOTAGE LOSS, NON-ENTITLEMENT TO EVIDENCE & NON-GUARANTEE OF RECORD CREATION DISCLAIMER

10.1 The Client acknowledges, agrees, and irrevocably understands that Transportation Me Pty Ltd utilises a variety of recording systems, including but not limited to interior dashcams, exterior dashcams, incidental audio capture features, environmental microphones, mobile stabilised recording devices, handheld filming equipment, drone cameras, mounted surveillance mechanisms, and digital imaging devices. These systems are employed primarily for safety, operational review, commercial media creation, internal training, dispute verification, promotional production, and risk mitigation purposes. The Client further understands that such systems operate in dynamic environments and may be influenced by movement, signal delay, light exposure, battery charge, storage limitations, software conditions, vehicle vibration, temperature variation and other unpredictable factors. Accordingly, the Client acknowledges that the Company makes **no guarantee whatsoever** that any recording system will function at any specific moment, nor that footage will be created, preserved, retrievable, complete, audible, visible, intact, technically sound, or available for future review.

10.2 The Client acknowledges that all dashcam and recording devices used by the Company operate subject to automated overwrite cycles which may erase or overwrite footage within approximately twenty-four (24) hours unless manually preserved by the Company for operational, evidentiary, safety or compliance purposes. The Client understands that due to the nature of automatic overwrite systems, footage may be partially deleted, overwritten in segments, rendered inaccessible, corrupted, fragmented, truncated, or lost entirely. The Client agrees that failure to retain footage does not constitute negligence or misconduct by the Company and that the Company bears no obligation to preserve footage unless legally mandated. The Client further accepts that if they wish to request footage for legal purposes, they must notify the Company immediately and that failure to do so within the overwrite window eliminates any possibility of footage availability, without liability or responsibility resting upon the Company.

10.3 The Client acknowledges that the Company is not required to verify, check, back up, export, examine, preserve, organise, transfer, secure or otherwise maintain recordings for Client benefit. All recordings are created for Company operational needs and not for Client entitlement. The Client irrevocably accepts that they have **no ownership interest, no automatic right, no guaranteed access, no privilege, and no expectation of delivery** regarding any footage captured by Company equipment. The Company reserves the right to refuse requests for footage based on privacy laws, operational policies, safety considerations, proprietary interests, ongoing investigations, or any other discretionary reason. The Client agrees that such refusal does not constitute obstruction, concealment, wrongdoing, or breach of duty.

10.4 The Client acknowledges that the absence of footage—whether due to malfunction, overwrite, user error, battery failure, card corruption, non-activation, file degradation, environmental interference, or inadvertent non-recording—shall **never** be construed as evidence that misconduct, negligence, wrongdoing or improper behaviour did or did not occur. The Client agrees that the non-existence of footage shall not prejudice the Company nor be used to imply fault, liability, fabrication or concealment of events. The Client understands that reliance upon footage is inherently risky and that no guarantee of evidentiary support exists.

10.5 The Client acknowledges that audio capture, when present, is incidental and may suffer from noise interference, muffling, clipping, distortion, inconsistent activation, directional limitation, or inability to distinguish background voices from foreground speech. The Company makes no guarantee that audio will capture entire conversations, accurate statements, the correct speaker, environmental context, or any legally useful interpretation of an event. The Client agrees that incomplete audio capture does not create liability or duty for the Company to clarify, reconstruct or interpret alleged statements or sounds.

10.6 The Client acknowledges that through incidental or deliberate recording, their likeness, voice, movement, conversation, presence, silhouette, facial expressions, clothing, vehicle entry behaviour, passenger interactions, courier exchanges, or environmental context may be recorded. The Client accepts that appearing in such recordings does not entitle them to compensation, credit, veto power, editorial oversight, private review, refusal rights, or retroactive redaction. The Client consents to incidental recording as a condition of engaging with the Company.

10.7 The Client acknowledges that recordings may be used by the Company for a wide variety of legitimate purposes, including but not limited to internal investigations, dispute resolution, insurance claims, legal compliance, safety auditing, content creation, promotional use, training, educational material, organisational improvement, platform content, or defence against false allegations. The Client irrevocably consents to such usage and waives any objection relating to context, editing, tone, interpretation, publication, visibility, or perceived personal impact. The Company bears no responsibility for reputational, emotional or social consequences that arise from lawful use of captured material.

10.8 The Client acknowledges that footage may contain third parties who have not expressly consented to participation. The Client agrees that the Company bears no obligation to blur, obscure, anonymise, edit, remove, mask, mute or otherwise alter footage to accommodate the Client's personal, social, ethical or reputational preferences unless legally mandated. The Client waives all rights to request modification of footage containing third parties unless required under privacy law.

10.9 The Client acknowledges that technological limitations may prevent recovery of footage even where recording was apparently active. The Client accepts that storage corruption, camera freezing, SD card failure, file fragmentation, incomplete writes, power cycling, or environmental magnetism may result in irreparable data loss. The Company bears no liability for failure to produce footage requested by the Client, police, insurers or any third party where such technological limitations arise.

10.10 The Client acknowledges and agrees that screenshots, partial clips, timestamp discrepancies, resolution variance, sound interference, lens distortion, rolling shutter effects, perspective bias, and incomplete angles may create misleading impressions when viewed outside of full context. The Company is not responsible for misunderstandings arising from selective interpretation of footage. The Client agrees that footage cannot be used to reverse-engineer Company operational decisions nor to allege misconduct based on out-of-context frames or distorted recordings.

10.11 The Client acknowledges that any failure to record, store, preserve or access footage caused by software updates, firmware errors, device replacement, storage rotation, encryption issues, incompatible file systems, memory device wear, or accidental formatting does not constitute grounds for compensation, refund, liability, or any prescribed remedy. The Client accepts that recordings exist solely as an operational tool for the Company, not as a contractual entitlement for the Client.

10.12 This Recording, Audio, and Footage Disclaimer applies universally, indiscriminately, and permanently across all current and future services and forms an essential risk allocation term of all interactions between the Client and the Company. The Client agrees that participation in any service constitutes unconditional acceptance of the full extent of this section, and that such acceptance is irrevocable and remains effective despite cessation of service engagement.

SECTION 11.0 – EXPANDED THIRD-PARTY BEHAVIOUR, ASSOCIATED INDIVIDUAL LIABILITY, VICARIOUS RISK ACCEPTANCE & CONSEQUENTIAL IMPACT DISCLAIMER

11.1 The Client acknowledges, understands, and irrevocably agrees that any person who accompanies them, is transported under their booking, is present in proximity to Company personnel or equipment, participates in any portion of the service, interacts with the vehicle or filming space, handles or receives courier items on behalf of the Client, appears incidentally in recordings, or otherwise becomes engaged in the operational environment through the Client's conduct or invitation, is legally considered an extension of the Client for the purpose of responsibility, liability, behavioural obligation, risk assumption, indemnity, contractual compliance and adherence to this Disclaimer. The Client accepts full and unqualified responsibility for such individuals regardless of whether the Client directly instructed them, intended their participation, was aware of their behaviour, approved their conduct, or personally benefitted from their presence.

11.2 The Client acknowledges that individuals connected to them—such as friends, family, acquaintances, business partners, colleagues, partners, spectators, third-party invitees, or casual associates—may behave unpredictably, impulsively, irresponsibly, aggressively, negligently, disrespectfully or unlawfully while in proximity to Company services. The Client accepts that the Company bears no responsibility for injuries, damage, disturbance, operational disruption, reputational risk or logistical impediments caused by such individuals, and that the Client shall be held fully accountable for their behaviour. The Client further agrees that any conflict, argument, misconduct, harassment, intoxication, threatening gesture, inappropriate language, or aggressive action undertaken by an associated individual shall be treated legally as if performed by the Client themselves.

11.3 The Client agrees that the Company shall have absolute and unconstrained discretion to refuse service, terminate service mid-trip, cancel bookings, decline courier handover, suspend media activities, restrict filming areas, or order individuals to exit the vehicle or move away from operational zones where third-party behaviour is deemed unsafe, disruptive, illegal or incompatible with the Company's safety or professionalism standards. The Client waives all rights to contest such decisions or assert that termination constitutes discrimination, breach, unfair treatment, reputational harm, or grounds for financial remedy. The Company bears no obligation to justify such decisions beyond its own safety assessment.

11.4 The Client further acknowledges that the actions of third parties connected to them may have long-lasting consequences extending beyond the immediate moment of interaction, including property damage, equipment interference, narrative misrepresentation in ongoing filming sequences, contamination of footage, operational delays, increased safety risk, emotional distress to other passengers or staff, or escalation of conflict. The Client agrees that all such consequences, whether direct or indirect, instantaneous or delayed, foreseeable or unforeseeable, fall solely within the Client's sphere of responsibility and shall not be attributed to the Company.

11.5 The Client acknowledges that third parties connected to them may create digital, reputational or online consequences through negative reviews, social media posts, false narratives, defamatory statements, misleading impressions, malicious commentary, alteration or reposting of recorded footage, or sharing of private communications. The Client accepts full liability for reputational harm or commercial harm arising from such conduct and agrees to indemnify the Company fully for any damages, losses, legal costs, or corrective measures required to address misinformation or reputational injury caused directly or indirectly by associated individuals.

11.6 The Client acknowledges that individuals accompanying them may bring external risks including alcohol, drugs, weapons, contraband, restricted substances, hazardous goods, fragile objects, sensitive materials, unauthorised filming devices, or items that create safety challenges or legal complications. The Client accepts full responsibility for the presence, discovery, transportation, confiscation, reporting or removal of such items and agrees that the Company bears no liability for consequences arising from third-party possessions handled or carried within Company operational environments.

11.7 The Client acknowledges that third parties may interfere with the Company's equipment, including cameras, drones, lighting systems, navigation screens, seat controls, dashcams, door mechanisms, vehicle exterior components or courier goods. The Client agrees that the Company bears no liability for damages or losses resulting from such interference and that the Client shall be liable for all repair costs, replacement costs, downtime, inconvenience, and operational disruption caused by the actions of associated individuals.

11.8 The Client acknowledges that third-party individuals may ignore instructions, refuse to comply with safety guidelines, argue with Company personnel, behave unpredictably, exhibit inappropriate confidence around equipment, or misinterpret operational signals. The Client accepts that such behaviour does not create liability for the Company and agrees that the Client alone is responsible for ensuring that individuals under their influence or association comply with all operational expectations.

11.9 The Client acknowledges and agrees that behavioural risks posed by third parties may trigger cascading operational changes including route alterations, avoidance of certain locations, cancellation of filming opportunities, emergency stops, refusal of entry, refusal of re-entry, or immediate termination of all ongoing services. The Client agrees that the Company bears no liability for inconvenience, missed events, disrupted timelines, incomplete footage or lost opportunities arising from necessary operational adjustments caused by third-party conduct.

11.10 The Client acknowledges that certain individuals accompanying them may be minors or vulnerable persons incapable of understanding instructions, recognising risk, maintaining balance, respecting equipment, following guidelines or moderating behaviour. The Client assumes full parental, custodial, supervisory and vicarious responsibility for such individuals and agrees that the Company has no supervisory duty, childcare responsibility, discipline obligation, or legal obligation to monitor or protect minors from risks inherent in transport, courier, filming or drone environments.

11.11 The Client acknowledges that the Company may rely on the Client's representations regarding the identity, age, purpose, legal authority, mental state, fitness, willingness, or alignment of any third party associated with the booking. The Company

bears no liability for acting upon inaccurate, incomplete or misleading information provided by the Client relating to such associated individuals, and the Client accepts all responsibility for outcomes arising from misrepresentation or omission.

11.12 The Client explicitly acknowledges that any misconduct, aggression, defamation, property damage, equipment tampering, safety violation, or interference caused by a third party under the Client's influence, invitation or association shall legally and contractually be treated as a direct breach committed by the Client themselves. The Client accepts that they shall be liable for all resulting costs, damages, harm, operational delays, legal expenses, and reputational consequences.

11.13 This Third-Party Behaviour Disclaimer applies indefinitely and universally, binding the Client for all past, present and future interactions. It operates regardless of whether the Client believes they had control or influence over third-party individuals, and regardless of whether such individuals acted with or without the Client's approval.

SECTION 12.0 – CLIENT CONDUCT, SAFETY EXPECTATIONS, DUTY TO SELF-MANAGE, PERSONAL RESPONSIBILITY, AND BEHAVIOURAL COMPLIANCE DISCLAIMER

12.1 The Client acknowledges, understands, and irrevocably agrees that when engaging with Transportation Me Pty Ltd in any capacity—whether as a transport passenger, courier client, media participant, drone environment subject, subscription member, or incidental bystander—they bear a significant and non-delegable responsibility for managing their own behaviour, safety, situational awareness, and personal conduct. The Client accepts full responsibility for maintaining appropriate spatial awareness, exercising reasonable care, refraining from reckless or unpredictable actions, complying with instructions, respecting equipment boundaries, and conducting themselves in a manner that minimises risk to themselves, Company personnel, third parties, property, and equipment. The Client further acknowledges that this expectation of self-management and behavioural responsibility applies continuously throughout the entire duration of any interaction, from the moment they approach the vehicle or filming space to the moment they depart.

12.2 The Client acknowledges that behavioural expectations apply universally and without exception, and include the obligation to speak respectfully, avoid physical interference, follow guidance, refrain from sudden movements that may disrupt driving or filming, remain seated when required, avoid distracting the driver, refrain from placing limbs outside the vehicle, maintain possession of their belongings, and respect the personal space of other passengers and Company personnel. The Client agrees that failure to comply with these behavioural standards may create hazards, discomfort, operational complications, or safety risks that the Company cannot be held liable for, as such risks arise directly from the Client's own conduct.

12.3 The Client agrees that intoxication, drug impairment, sleep deprivation, emotional agitation, mental distress, heightened sensitivity, argumentativeness, arrogance, irritability, excessive movement, impulsiveness, or any state that diminishes behavioural judgement or physical coordination materially increases the risks associated with transport, media, drone, or courier environments. The Client accepts all liability for injuries, disturbances, falls, collisions, emotional reactions, or safety incidents arising from such states, regardless of whether the Company notices or comments upon the Client's condition.

12.4 The Client acknowledges that the Company may issue verbal instructions, safety directives, seating guidance, environmental awareness cues, warnings, filming notices, or behavioural alerts in response to real-time conditions. The Client agrees that such directions must be followed immediately and without question, and that failure to comply with reasonable safety instruction shall absolve the Company of all resulting liability. The Client further acknowledges that disagreement, debate, passive resistance, or delayed compliance with safety instructions may create circumstances of elevated risk for which the Client assumes total responsibility.

12.5 The Client agrees that they must not physically interfere with the Company's property, including but not limited to vehicle controls, door handles, windows, dashboard components, climate controls, navigation screens, filming equipment, microphones, drone controllers, lighting devices, cables, stabilisers, mounts, or courier items designated for handling by the Company only. The Client accepts liability for any injury, damage, malfunction, equipment failure, or operational disruption occurring directly or indirectly from such interference. The Company bears no responsibility for consequences arising from the Client's disregard of equipment boundaries.

12.6 The Client acknowledges that they must not distract the driver through sudden loud noises, physical contact, obstructive gestures, excessive conversation demands, unexpected movement, arguments, aggressive posturing, or behaviour that compromises concentration. The Client understands that distractions significantly increase the risk of collision, injury, near-misses, evasive manoeuvres, or emotional distress. The Client agrees that any such behaviour voids any claim of Company negligence and constitutes full acceptance of personal responsibility for all consequences arising from such distraction.

12.7 The Client acknowledges that they must maintain control of their belongings at all times, ensuring that bags, fragile items, personal electronics, beverages, loose objects, or clothing do not fall, spill, obstruct foot space, interfere with pedals, obstruct operational equipment, or create slip hazards. The Client agrees that any damage to their belongings or the Company's property arising from improperly secured possessions is their sole responsibility. The Company shall not be liable for belongings damaged due to motion, vibration, braking, turning, or environmental conditions during transport.

12.8 The Client acknowledges that they must not consume food, beverages, alcohol, or substances in a manner that risks spillage, contamination, strong odours, allergic reactions, impairment, or disturbance. The Client further agrees that any cleaning required due to spills, bodily fluids, food waste, cosmetic residue, litter, or contamination caused by the Client or associated individuals shall be charged to the Client in full, including compensation for vehicle downtime, professional cleaning, odour removal, replacement materials, or damaged upholstery.

12.9 The Client acknowledges that they must not tamper with, alter, disable, block, cover, manipulate, or interfere with dashcams, recording devices, microphones, ventilation, lighting, interior fixtures, media equipment, or drone operational tools. The Client accepts liability for any damage, malfunction, corrupted footage, operational delay, or safety issue arising from such interference. The Company is under no obligation to restore footage, repair equipment at reduced cost, or provide leniency for unauthorised interaction with its devices.

12.10 The Client agrees that they must not instruct the driver or Company personnel to violate road rules, safety protocols, filming regulations, CASA drone requirements, courier safety procedures, ethical guidelines, or any legal compliance obligation. The Client acknowledges that requests to speed, ignore traffic signs, bypass regulated zones, trespass, enter unsafe areas, fly drones in prohibited airspace, handle restricted goods, or film sensitive locations shall be refused without exception. The Client agrees that refusal to comply with unlawful or unsafe instructions does not constitute poor service, misconduct, discrimination, or breach of agreement.

12.11 The Client understands that aggressive behaviour—such as yelling, swearing, intimidation, physical posturing, property aggression, door slamming, sudden gesturing towards equipment, threatening language, or attempts to coerce operational decisions—creates an immediate safety hazard. The Company reserves full and unrestricted discretion to terminate service, exit the Client from the vehicle, cancel remaining arrangements, or contact authorities. The Client agrees that such termination shall not entitle them to compensation, refund, or complaint.

12.12 The Client acknowledges that emotional volatility, interpersonal conflict among passengers, relationship disputes, arguments between friends, escalating disagreements, or hostile interpersonal dynamics that occur inside or near the Company's operational environment are not the responsibility of the Company. The Client accepts responsibility for ensuring that their group behaves respectfully and safely, and agrees that emotional or interpersonal conflict shall not create liability for the Company nor justify refund or compensation claims.

12.13 The Client acknowledges that behavioural compliance is a material condition of service and that any breach of these behavioural responsibilities may be considered contributory or total causation of resulting harm, injury, damage, inconvenience, delay, footage loss, operational disruption, or safety incident. The Client agrees that behavioural breaches eliminate any presumption of fault on the part of the Company.

12.14 This Conduct and Behaviour Disclaimer applies universally to all interactions with the Company, remains continuously active throughout the duration of every service, and survives indefinitely as part of the risk allocation and responsibility structure binding the Client.

SECTION 13.0 – CONTRACTUAL INDEMNITY, MULTI-LAYERED RISK TRANSFER, DEFENCE OBLIGATION, COST RECOVERY, AND LIABILITY SHIFT DISCLAIMER (PART 1 OF MULTIPLE EXTENDED INDEMNITY SECTIONS)

13.1 The Client acknowledges, accepts, and irrevocably agrees that their engagement with Transportation Me Pty Ltd in any capacity—whether through transport services, courier services, media participation, drone operations, subscription arrangements, digital communication, or incidental presence—creates an immediate, automatic, and unconditional duty to indemnify the Company against all forms of loss, damage, cost, liability, impact, consequence, or adverse outcome arising directly or indirectly from the Client's actions, inactions, omissions, conduct, behaviour, decisions, communications, misrepresentations, assumptions, misunderstandings, equipment interaction, environmental impact, or the behaviour of any third-party associated with the Client. The Client expressly agrees that this indemnity obligation is comprehensive, perpetual, and intended to operate to the fullest extent permitted under Queensland and Australian law.

13.2 The Client acknowledges that indemnity means the Client must financially protect, defend, reimburse, and compensate the Company for all consequences arising from events in which the Client is involved, regardless of whether the Client believes themselves to be at fault. The Client agrees that their subjective belief, emotional interpretation, recollection of events, or disagreement with Company policy does not diminish or restrict their indemnity obligations. The Client accepts that indemnity applies even where responsibility is shared, unclear, disputed, contributed to by external factors, or influenced by third-party behaviour.

13.3 The Client agrees that their indemnity obligations extend to all categories of potential loss—including physical injury, emotional impact, property damage, equipment malfunction, drone incidents, vehicle contamination, digital harm, reputational injury, legal costs, administrative burden, operational downtime, service interruption, lost business opportunity, negative publicity, or any financial, operational, or intangible harm suffered by the Company. The Client understands that this indemnity applies even where the loss originates from unexpected circumstances, misunderstanding, miscommunication, unforeseen events, or situations beyond the Company's predicting ability.

13.4 The Client acknowledges that their indemnity obligations apply irrespective of time, meaning losses discovered months or years after a service was delivered may still be attributed to actions occurring during that service. The Client agrees that indemnity is not extinguished by time passage, service completion, subscription cancellation, account closure, loss of contact, or the Client's belief that the matter is resolved. The Client accepts full responsibility for all latent damages, emerging disputes, delayed consequences, or long-term impacts discovered after the date of service.

13.5 The Client acknowledges that their indemnity obligations apply universally across all legal categories, including contract law, tort law, negligence, vicarious liability, personal injury, property law, privacy law, cyber law, consumer protection law, intellectual property law, defamation law, and any statutory or regulatory requirement applicable within Queensland or Australia. The Client agrees that this indemnity operates as a risk-transfer mechanism designed to protect the Company from exposure arising from the Client's participation or presence.

13.6 The Client acknowledges and agrees that if the Company becomes involved in any allegation, dispute, complaint, legal claim, regulatory investigation, insurance process, police matter, tribunal proceeding, or court action arising directly or indirectly from the Client's conduct, the Client must indemnify the Company for all associated costs, including legal fees, solicitor fees, barrister fees, specialist consultation fees, administrative expenses, evidence preparation, vehicle downtime, operational delays, staff time, media management, reputation management, or any other financial burden. The Client accepts that the Company is not required to demonstrate negligence on the part of the Client; the mere involvement of the Client as a causal, contributory, or proximate factor triggers the indemnity requirement.

13.7 The Client accepts that indemnity includes the obligation to reimburse the Company for damage to vehicles, equipment, drone assets, recording devices, lighting fixtures, interior components, courier items under Company control, media tools, cables, mounting brackets, or any other operational asset impacted by the Client's behaviour or the behaviour of any

associated individual. The Client understands that repair costs may include parts, labour, downtime, emergency replacement fees, expedited shipping, recalibration, software restoration, or other costs necessary to restore equipment to safe working condition.

13.8 The Client acknowledges that indemnity extends to reputational harm and digital harm, including negative reviews, defamatory statements, misleading claims, dishonest social media posts, inaccurate retellings, group defamation, online smear campaigns, or any attempt to harm the Company's reputation through digital or offline platforms. The Client agrees that if the Company incurs reputational losses, decreased business interest, negative public perception, or costs associated with responding to misinformation, the Client must indemnify the Company fully.

13.9 The Client agrees that indemnity extends to erroneous, malicious, exaggerated, or frivolous complaints lodged with government authorities, regulatory agencies, law enforcement, industry associations, financial institutions, consumer agencies, or any third-party dispute body. If such complaints are found to lack merit, be misleading, be maliciously motivated, or stem from client misunderstanding, emotional response, or retaliatory behaviour, the Client must reimburse the Company for all costs associated with defending such matters.

13.10 The Client acknowledges that indemnity applies even when multiple parties contribute to an incident. If third-party conduct or environmental circumstances contributed to a harmful outcome, the Client agrees they remain fully responsible for the proportion of harm linked to their actions or omissions. The Client agrees that the Company shall not be required to pursue third-party recovery before invoking indemnity from the Client.

13.11 The Client acknowledges that indemnity includes the obligation to defend the Company against claims initiated by associated individuals, including friends, passengers, observers, courier recipients, minors, acquaintances, partners, or anyone present due to the Client's booking. The Client agrees that if such individuals allege harm, inconvenience, breach, or misconduct by the Company, the Client must intervene, clarify, de-escalate, and bear the full responsibility for resolving the dispute, including cost reimbursement for any Company involvement in responding.

13.12 The Client agrees that indemnity applies broadly and is not negated by apologies, attempts to minimise harm, partial responsibility claims, or requests for leniency. Indemnity is triggered by factual impact, not emotional framing or subjective interpretation. The Client acknowledges that the Company may pursue indemnity even where the Client believes the situation was minor, accidental, or socially insignificant.

13.13 The Client acknowledges that indemnity includes all "flow-on" consequences such as delayed appointments, postponed bookings, cancelled shoots, rescheduled commitments, downtime for repairs, inability to accept new clients, lost footage, corrupted content, staff stress, resource allocation, and administrative workload. The Client accepts that such consequential losses are real, measurable, and compensable under this indemnity clause.

13.14 The Client understands that indemnity is an essential precondition to receiving services and that refusal to accept indemnity nullifies any entitlement to transport, courier assistance, media involvement, drone services, subscription access, or digital engagement with the Company. The Client agrees that participation in any service constitutes immediate acceptance of all indemnity obligations set forth in this document.

13.15 This Section 13.0 represents **Part One** of a multi-section indemnity framework which shall continue with additional layers of legal reinforcement in subsequent sections, each designed to reinforce and expand upon the indemnity duty imposed upon the Client.

SECTION 14.0 – EXTENDED INDEMNITY, MULTI-TIER LIABILITY SHIELD, CONTINUOUS DEFENCE OBLIGATION & FINANCIAL RESPONSIBILITY FRAMEWORK (PART 2 OF MULTIPLE EXTENDED INDEMNITY SECTIONS)

14.1 The Client acknowledges, understands, and irrevocably agrees that the indemnity obligations described in this Master Disclaimer operate on a **multi-tiered, cumulative, and compounding basis**, such that each indemnity clause reinforces all others, and no clause limits, replaces, or diminishes the effect of any other indemnity. Instead, each clause is intended to function collectively and simultaneously, creating a broad, overlapping, and impenetrable legal shield in favour of Transportation Me Pty Ltd. The Client accepts that the purpose of this indemnity structure is to eliminate, to the fullest extent permitted by law, any financial, legal, reputational, operational, or administrative exposure that could otherwise arise from the Client's involvement with the Company.

14.2 The Client acknowledges that their indemnity obligation extends to **any claim brought by any person**, whether known or unknown to the Client, whether legally connected or unconnected to the Client, whether they were granted permission to be present or appeared incidentally, and whether their involvement resulted from the Client's actions or from circumstances indirectly linked to the Client's conduct. The Client agrees that if any such person brings a complaint, allegation, legal action, informal claim, online defamation, insurance demand, regulatory inquiry, tribunal complaint, or police report against the Company, the Client must indemnify the Company for all related consequences.

14.3 The Client acknowledges that indemnity includes all legal defence costs, including initial consultations, correspondence drafting, evidence compilation, document retrieval, witness preparation, travel associated with legal matters, court filing fees, barrister and solicitor fees, specialist expert reports, transcription costs, mediation fees, and any other expense required to defend or respond to claims. The Client accepts that these costs may arise even where the Company is ultimately found to have acted appropriately, lawfully, or without fault. The Client agrees that indemnity is triggered by the existence of the claim itself, not the outcome of any dispute.

14.4 The Client acknowledges that indemnity extends to **administrative burdens** associated with disputes, including time spent communicating with insurers, investigators, lawyers, regulators, police, witnesses, staff, or third parties; time spent preparing evidence or statements; operational disruption; scheduling interference; and any diversion of staff attention from ordinary business operations. The Client accepts that administrative burdens often represent substantial financial cost, and agrees to fully reimburse the Company for all time spent addressing matters caused directly or indirectly by the Client.

14.5 The Client agrees that indemnity includes **reputational harm**, including digital reputational harm arising from false statements, misleading reviews, biased commentary, defamatory insinuations, edited or manipulated footage, altered screenshots, malicious posts, or coordinated online smear attempts. The Client acknowledges that reputational damage may require significant resources to correct, such as legal notices, takedown requests, PR campaigns, explanatory statements, crisis management, and brand restoration efforts. The Client agrees that the Company is entitled to recover all costs associated with restoring its reputation following Client-caused harm.

14.6 The Client acknowledges that indemnity applies even if the Client did not personally publish or communicate defamatory material but allowed, encouraged, facilitated, enabled, failed to correct, or passively condoned defamatory or misleading statements made by friends, passengers, associates, bystanders, or online participants connected to the Client. The Client understands that silence, inaction, delay, or refusal to correct misinformation constitutes contributory behaviour that activates this indemnity clause.

14.7 The Client acknowledges that indemnity extends to **financial exposure caused by false, exaggerated, opportunistic, or emotionally-motivated complaints**, including where the Client or associated individuals lodge allegations with consumer bodies, law enforcement, licensing agencies, insurance companies, civil courts, or other dispute channels. The Client agrees that if such allegations are found to be unfounded, incomplete, misleading, malicious, or lacking evidence, they must reimburse the Company for all losses resulting from the complaint, regardless of whether the matter escalated into a formal proceeding.

14.8 The Client agrees that indemnity covers **contract breaches**, including breaches of behavioural obligations, safety requirements, payment responsibilities, equipment boundaries, courier item disclosures, media participation consent, drone safety compliance, or digital conduct standards. The Client acknowledges that breaches may create a chain of operational disruptions for which they are liable.

14.9 The Client acknowledges that indemnity extends to **physical harm**, including personal injury suffered by the Client or third parties where the injury arose from conditions created or influenced by the Client's behaviour, negligence, intoxication, interference, distraction, refusal to follow instructions, or introduction of unsafe items or conditions into the operational environment. The Client agrees that significant financial consequences may arise from such incidents and accepts full responsibility.

14.10 The Client acknowledges that indemnity applies regardless of whether the Company, at its discretion, chooses to mitigate harm, offer courtesy assistance, or take steps to reduce financial impact. The Client agrees that such mitigation does not waive or diminish the Client's indemnity obligations, and that no act of leniency shall be interpreted as forfeiture of the Company's right to full cost recovery.

14.11 The Client acknowledges that indemnity applies to **property damage**, including damage caused to Company vehicles, interior surfaces, upholstery, screens, electronic devices, filming equipment, drones, cables, mounts, lights, courier items under Company supervision, storage compartments, or any operational asset impacted by the Client or associated individuals. The Client agrees that the Company retains exclusive discretion to determine appropriate repair methods, service providers, replacement parts, or full replacement value where repairs are impractical.

14.12 The Client acknowledges that indemnity extends to **loss of business**, including cancellation of future bookings, hesitation from potential clients, increased labour demands, forced downtime due to repairs, inability to perform other services due to ongoing disputes, and harm to long-term commercial relationships resulting from Client-caused incidents. The Client agrees that lost business value is reimbursable under this indemnity clause.

14.13 The Client agrees that indemnity applies even where the Client believes the financial impact is disproportionate, unexpected, emotionally unfair, or excessive. The Client acknowledges that indemnity obligations arise from objective consequences, not subjective perception. The Client accepts that indemnity is enforceable even when the Client expresses regret, apologises, offers partial compensation, or disputes the scale of impact.

14.14 The Client acknowledges that indemnity is a **personal obligation** not transferable to insurers, employers, family members, or third parties unless explicitly stated. The Client agrees to provide full personal reimbursement regardless of insurance coverage, external agreements, or personal financial hardship.

14.15 The Client acknowledges and agrees that this Section 14.0 is not exhaustive and forms only the second layer of a multi-part indemnity structure, each part reinforcing the others, with subsequent sections providing additional reinforcement designed to create a total and comprehensive liability shield for the Company.

SECTION 15.0 – CONTINUED INDEMNITY, ESCALATED LIABILITY EXTENSION, CROSS-CATEGORY RESPONSIBILITY & PERPETUAL FINANCIAL BURDEN FRAMEWORK (PART 3 OF MULTIPLE EXTENDED INDEMNITY SECTIONS)

15.1 The Client acknowledges, understands and irrevocably agrees that the indemnity obligations described within this Master Disclaimer apply not merely as a contractual term but as a continuing operational condition governing every moment of interaction with Transportation Me Pty Ltd. The Client accepts that each indemnity clause functions as an independent legal mechanism which activates automatically upon any conduct—whether intentional, accidental, negligent, careless, emotional, or unanticipated—by the Client or any associated third party that introduces risk, harm, disruption, or inconvenience into the Company's operational environment. The Client further acknowledges that the cumulative nature of these indemnity obligations ensures that even a seemingly minor incident may generate multi-layered consequences for which the Client remains entirely responsible.

15.2 The Client acknowledges that indemnity extends to emotional distress, verbal conflict, confrontation, intimidation, raised voices, passive-aggressive remarks, argumentative dialogue, manipulative behaviour, or psychological escalation initiated by the Client or any associated individual. The Client agrees that emotional volatility can destabilise operational safety, damage the working environment, create reputational risk, or force the Company to divert time and resources toward de-escalation or damage control. The Client agrees that such emotional or interpersonal disturbances—regardless of whether they physically damage property—create compensable harm under indemnity obligations.

15.3 The Client acknowledges that indemnity extends to any digital output generated by the Client or associated individuals, including negative reviews, hostile social media comments, misleading captions, defamatory implications, out-of-context video clips, selectively edited recordings, posts designed to provoke outrage, or content created with the intent to damage the Company's reputation. The Client agrees that digital platforms amplify harm far beyond the immediate moment, and acknowledges that emotional dissatisfaction does not justify public attacks. The Client accepts full financial responsibility for all consequences arising from digital misconduct.

15.4 The Client agrees that indemnity includes consequences arising from **false statements, exaggerated claims, fabricated narratives, subjective emotional retellings presented as fact, or omissions of context** which may mischaracterise the Company's actions. The Client acknowledges that any situation may be reframed dishonestly or inaccurately online, and that such misrepresentation may cause widespread reputational harm. The Client accepts that they must fully indemnify the Company for reputational repair, legal action, and financial loss resulting from any form of misinformation, whether intentional or inadvertent.

15.5 The Client acknowledges that indemnity extends to disputes initiated frivolously, prematurely, emotionally, maliciously, or without reasonable basis. The Client agrees that the Company shall not be financially responsible for defending itself against baseless allegations, emotional reactions, impulsive accusations, or hastily filed complaints. The Client accepts that they are liable for all costs associated with such disputes, including internal resource expenditure and external legal defence.

15.6 The Client acknowledges that indemnity extends to harm caused by **inappropriate booking behaviour**, such as knowingly providing incorrect pickup or drop-off addresses, providing misleading courier item descriptions, falsely representing personal circumstances, misrepresenting urgency, concealing hazardous conditions, failing to disclose safety risks, or deliberately providing incomplete information. The Client accepts that misrepresentation—whether deliberate or accidental—creates operational and safety consequences that fall solely within their indemnity responsibilities.

15.7 The Client agrees that indemnity extends to **payment disputes**, including chargebacks initiated without valid cause, fraudulent dispute claims made to financial institutions, attempts to reverse legitimate transactions, or failure to comply with subscription obligations. The Client acknowledges that such behaviour forces the Company to expend resources addressing illegitimate financial conflict, and accepts full liability for all associated fees, penalties, administrative hours, lost earnings, account disruptions, and legal or recovery expenses.

15.8 The Client acknowledges that indemnity extends to circumstances involving third-party systems, including payment processors, banks, digital wallets, messaging platforms, storage providers, social media networks, or mapping technologies whose failures or misbehaviour may draw the Company into disputes. The Client agrees that the Company bears no responsibility for the actions, decisions, policies, outages, restrictions or errors of these external systems, and indemnifies the Company fully for any consequence arising from them.

15.9 The Client acknowledges and agrees that indemnity remains in force even where the Client subjectively believes that harm was mutual, unavoidable, emotionally justified, or precipitated by external factors. The Client accepts that indemnity is not subject to personal opinion, emotional interpretation, social context, or interpersonal disagreement. It is triggered solely by occurrence of harm that requires Company resources to address or resolve.

15.10 The Client acknowledges that indemnity includes responsibility for **misuse of the Company's time**, including unnecessary inquiries, repeated cancellations, failure to answer essential messages, providing conflicting instructions, causing the Company to travel unnecessarily, requiring last-minute changes that disrupt scheduling, or engaging in prolonged disputes or clarifications that escalate administrative workload. The Client acknowledges that the Company's time holds measurable commercial value, and agrees that avoidable time consumption constitutes compensable harm.

15.11 The Client acknowledges that indemnity extends to harm suffered by Company personnel, including emotional distress, workplace disruption, occupational stress, alarm caused by client behaviour, threats, intimidation, or harassment. The Client agrees that such harm—whether physical or psychological—creates legitimate compensable damage. The Client accepts that they are liable for all expenses arising from such harm, including counselling support, legal involvement, stress-related leave, protective measures, or staff replacement costs.

15.12 The Client acknowledges that indemnity extends to environmental disruptions caused by the Client, including triggering complaints from neighbours, bystanders, businesses or local authorities due to noise, conflict, aggressive behaviour, drone interference, or improper conduct near the operational environment. The Client accepts liability for all consequences resulting from external complaints or enforcement action triggered by their behaviour or presence.

15.13 The Client agrees that indemnity applies even when harm is **shared**, meaning liability is not reduced simply because another party, another client, or external circumstances played a role. If the Client contributed to the harmful outcome in any measurable sense, indemnity applies in full. The Client agrees that the Company is not required to divide liability or apportion fault among multiple causes.

15.14 The Client acknowledges that indemnity extends to **future consequences**, such as long-term reputational damage, ongoing customer hesitancy, loss of recurring revenue, reduced public trust, or withdrawal of collaborative partners resulting from Client-related incidents. The Client agrees that reputational impact may last months or years, and accepts full financial and legal responsibility for such extended consequences.

15.15 The Client acknowledges and agrees that this section forms **Part Three** of a multi-layer indemnity system and that subsequent sections will continue to strengthen and expand indemnity obligations, ensuring maximal legal protection for Transportation Me Pty Ltd.

SECTION 16.0 – ADVANCED INDEMNITY, EXPANDED FINANCIAL ACCOUNTABILITY, CASCADING CONSEQUENCE LIABILITY & MULTI-DOMAIN RISK ABSORPTION (PART 4 OF MULTIPLE EXTENDED INDEMNITY SECTIONS)

16.1 The Client acknowledges, accepts and irrevocably agrees that their indemnity obligations extend beyond direct interactions and apply to all **indirect, consequential, peripheral, collateral, situational, environmental, digital, reputational, operational, administrative and latent harms** that may arise from any connection to their conduct, presence, communication, omissions, decisions, emotional reactions, misinterpretations, or the actions of any person associated with them. The Client agrees that indemnity is intended to function as a comprehensive legal mechanism that protects the Company against all manner of harm—whether traditional or modern, tangible or intangible—that can occur in the dynamic environments in which the Company operates.

16.2 The Client acknowledges that indemnity explicitly includes **compounded losses**, meaning harm that escalates, expands, or multiplies due to secondary consequences, follow-on effects, or chain reactions triggered by the Client's behaviour. This includes, without limitation, situations in which a single disruptive incident creates a ripple effect impacting subsequent bookings, business relationships, reputation, staff morale, digital presence, workflow, service availability, or future income streams. The Client agrees that they are financially responsible for the entire cascade of harm, not only the initial triggering event.

16.3 The Client acknowledges that indemnity extends to **lost opportunities**, including opportunities the Company would have secured had it not been required to address Client-caused disruptions. Lost opportunities may include forfeited bookings, cancelled collaborations, withdrawn partnerships, reduced visibility, diminished customer trust, or missed commercial advancements. The Client accepts full liability for such losses and agrees that the Company is not required to demonstrate the exact value of hypothetical outcomes; reasonable estimation shall suffice for reimbursement.

16.4 The Client acknowledges that indemnity includes **staff displacement and internal disruption**, including the cost of replacing personnel unable to perform duties due to Client-caused incidents, reassigning staff, cancelling staff schedules, or requiring personnel to divert time from other operations. The Client agrees that workplace disruption—even absent physical harm—constitutes a compensable impact under the indemnity framework.

16.5 The Client agrees that indemnity includes **mental stress, emotional fatigue, and psychological impact** experienced by Company staff resulting from abusive, intimidating, hostile, erratic, manipulative, irresponsible, or otherwise inappropriate Client behaviour. The Client acknowledges that emotional harm to staff may necessitate counselling, recovery time, stress leave, internal investigation, or temporary withdrawal from duties, and the Client accepts full responsibility for all associated costs and operational burdens.

16.6 The Client acknowledges that indemnity extends to **damage to digital assets**, including Company websites, booking platforms, social media accounts, file storage systems, advertising channels, and digital infrastructure impacted by false claims, online harassment, DM spamming, malicious reporting, or coordinated digital attacks triggered or encouraged by the Client or their associates. The Client agrees that restoration of digital assets—including recovery steps, content repair, legal notices, and platform appeals—constitutes compensable harm.

16.7 The Client acknowledges that indemnity includes consequences arising from **misuse of emergency escalation pathways**, such as falsely alleging safety incidents, exaggerating disputes, calling authorities unnecessarily, or provoking emergency responses without valid cause. The Client agrees that emergency escalation triggers significant operational cost and potential reputational damage, for which they are fully liable.

16.8 The Client acknowledges that indemnity extends to **all parties harmed by the Client**, including other passengers, bystanders, courier recipients, individuals present in filming environments, third-party businesses impacted by disturbances, collaborators, contractors, and any external party whose operations or wellbeing are negatively affected by the Client's behaviour. The Client agrees that harm to any such individual or entity constitutes compensable loss.

16.9 The Client acknowledges that indemnity applies to **damage to locations**, including residential sites, commercial premises, public spaces, private property, or third-party-controlled environments impacted during the course of services. The Client agrees that they must fully reimburse the Company for financial responsibility arising from location damage attributed to them or their associates.

16.10 The Client acknowledges that indemnity applies to **miscommunications**, whether arising from unclear statements, contradictory instructions, ambiguous messages, misunderstood directions, emotional hostility, intoxication-impaired decision-making, or failure to provide essential information. The Client accepts full responsibility for all resulting losses, delays, or operational complications caused by miscommunication.

16.11 The Client acknowledges that indemnity extends to **accusation-based harm**, meaning harm arising not from the Client's actions but from their allegations. The Client agrees that making accusations that later prove incorrect, unsubstantiated, exaggerated, incomplete, misleading, or malicious in nature imposes significant reputational, operational, and emotional harm on the Company. The Client accepts full liability for all consequences arising from such accusations.

16.12 The Client acknowledges that indemnity extends to **implied allegations**, including insinuations, ambiguous social media posts, context-free screenshots, emotionally charged retellings, vague public statements, or passive-aggressive messaging that reasonably leads others to believe the Company engaged in wrongdoing. The Client agrees that such implications constitute reputational harm subject to full indemnity.

16.13 The Client acknowledges that indemnity applies even where the Client did not intend harm, stating that **intent is irrelevant** to indemnity obligations. What matters is the existence of harm, not the Client's emotional state, regrets, misunderstandings, or claimed lack of awareness. The Client agrees that indemnity is a strict liability condition, not dependent on intention or foreseeability.

16.14 The Client acknowledges that indemnity extends to **future, unknown, emerging or evolving harms**, including those arising from technological developments, viral content, long-term reputational complications, or subsequent rediscovery of past incidents. The Client agrees that indemnity is prospective as well as retrospective, ensuring that future consequences of present-day behaviour are fully compensated by the Client.

16.15 The Client agrees that indemnity obligations survive contract termination, service completion, subscription cancellation, the passage of time, changes in Company ownership, relocation of operations, or any change in legal structure of the Company. Indemnity remains enforceable indefinitely.

16.16 The Client acknowledges that this section constitutes **Part Four** of the multi-layered indemnity structure and that additional sections will further reinforce the indemnity framework to ensure absolute and uncompromised legal protection for Transportation Me Pty Ltd.

SECTION 17.0 – FINAL INDEMNITY LAYER, ABSOLUTE LIABILITY SHIFT, UNCONDITIONAL CLIENT RESPONSIBILITY & IRREVOCABLE DEFENCE UNDERTAKING (PART 5 OF 5 — COMPLETE INDEMNITY FRAMEWORK)

17.1 The Client acknowledges, understands and irrevocably agrees that this section constitutes the **final, overarching, and most expansive layer** of the indemnity framework governing all interactions with Transportation Me Pty Ltd. This section is intended to eliminate, to the fullest extent permissible under Queensland and Australian law, any legal exposure that may otherwise arise from the Company's provision of services. The Client agrees that the cumulative effect of Sections 13.0 through 17.0 is to place **all foreseeable and unforeseeable risk** on the Client and to ensure that the Company is shielded against any form of claim, allegation, complaint, liability, dispute, demand, regulatory matter, or external consequence connected in any way to the Client's participation, presence, behaviour, communication, or representation.

17.2 The Client acknowledges that indemnity applies even where harm arises from **complex circumstances involving multiple variables**, such as ambiguous communication, simultaneous faults, unforeseen hazards, contradictory instructions, shared behavioural contributions, or unclear sequences of events. The Client agrees that in any scenario where attribution of blame is uncertain, disputed, partially shared, or subject to interpretation, they will bear **full and primary responsibility** for all resulting harm, without requiring the Company to establish exclusive causation or disproportionality.

17.3 The Client acknowledges that indemnity extends to harm caused by **the Client's reputation, history, digital footprint, past disputes, ongoing legal matters, interpersonal relationships, or social networks**, to the extent that these external factors introduce risk, conflict, disruption or reputational exposure into the Company's operational environment. The Client agrees that if their personal circumstances trigger unwanted attention, investigations, online harassment, third-party interference, or public misinterpretation affecting the Company, they must indemnify the Company for all resulting harm and costs.

17.4 The Client acknowledges that indemnity extends to harm caused by **untrue or inaccurate statements made by third parties about the Client**, to the extent that such statements compel the Company to clarify, defend, mitigate, or address misrepresentations that indirectly harm the Company due to its association with the Client. The Client accepts responsibility for the reputational fallout of their personal disputes or social controversies where such controversies become linked to or impact the Company.

17.5 The Client acknowledges that indemnity extends to **all forms of regulatory exposure**, including investigations, inquiries, audits, compliance checks, notices, interviews, compelled disclosures, or administrative burdens triggered by Client behaviour, Client allegations, Client misrepresentations, Client conduct, or disputes initiated by the Client or by individuals connected to the Client. The Client agrees to reimburse the Company for every cost associated with responding to such regulatory matters, regardless of whether the regulator ultimately finds wrongdoing.

17.6 The Client agrees that indemnity includes **police involvement**, including responding to police inquiries, providing statements, supplying footage, facilitating evidence review, attending interviews, submitting documentation, or defending against allegations influenced by the Client's behaviour or statements. The Client acknowledges that law enforcement activity—regardless of its outcome—imposes operational and emotional strain on the Company and accepts full responsibility for all resulting financial, reputational, and psychological impacts.

17.7 The Client acknowledges that indemnity extends to **insurance complications**, including premium increases, claim disputes, coverage evaluations, policy reviews, excess payments, or insurer-initiated investigations triggered by Client-caused incidents. The Client agrees to reimburse the Company for all fees, payments, losses or administrative burdens arising from such insurance processes.

17.8 The Client acknowledges that indemnity applies to **contractual ripple effects**, such as the Company being required to cancel or modify existing bookings, decline new business, reorganise schedules, extend operational hours, allocate additional resources, or redeploy staff due to issues originating from the Client or associated individuals. The Client agrees that such ripple effects carry financial value that must be compensated under this indemnity clause.

17.9 The Client acknowledges that indemnity includes **legal escalation consequences**, including situations where third parties or external observers respond to the Client's behaviour with legal threats, public commentary, hostile messaging, or claims directed at the Company. The Client agrees that they are responsible for all resources required to neutralise or resolve disputes that arise indirectly from their behaviour.

17.10 The Client acknowledges that indemnity applies to **long-term business harm**, including decreased public trust, reduced client acquisition, weakened conversion rates, negative association, long-running online speculation, or permanent damage to the Company's brand identity. The Client agrees that such long-term effects are measurable and compensable, even if they emerge gradually over months or years.

17.11 The Client acknowledges that indemnity extends to **economic harm** suffered by the Company, including but not limited to operational pauses, impaired workflow, administrative congestion, platform disruptions, advertising adjustments, staff overtime, lost creative output, cancelled media opportunities, or diminished pipeline health arising from Client-caused events. The Client agrees that economic impact is not limited to direct damage and may encompass cumulative financial consequences.

17.12 The Client acknowledges that indemnity extends to **any obligation imposed on the Company by law, by corporate governance requirements, by contractual obligation to partners, or by industry standards**, where such obligations trigger

cost, investigation, reputation management, or operational burden due to the Client's conduct. The Client agrees that these external obligations are not the Company's fault and remain fully indemnified.

17.13 The Client agrees that indemnity extends to **all legal theories**, whether arising under contract, tort, negligence, vicarious liability, bailment, defamation, privacy law, consumer protection law, cyber law, intellectual property law, occupational safety, or any statutory provision—such that no legal argument may circumvent indemnity unless explicitly prohibited by legislation.

17.14 The Client acknowledges and agrees that indemnity applies even where the Company, in good faith, attempts to assist the Client, mediate concerns, de-escalate conflict, provide courtesy solutions, or offer professional support. Such courtesy actions do not waive or limit indemnity, nor do they imply responsibility on the Company's part.

17.15 The Client acknowledges that indemnity is **not contingent on the Client's cooperation**. Even if the Client becomes unreachable, non-responsive, uncooperative, hostile, evasive, or unwilling to recognise their obligations, indemnity remains legally binding and fully enforceable.

17.16 The Client acknowledges and agrees that indemnity **continues after their death, incapacity, relocation, or legal status change**, and may be enforced against their estate, successors, representatives, or any entity assuming their liabilities by operation of law.

17.17 The Client acknowledges that this final indemnity layer—combined with the preceding four sections—forms the **complete and exhaustive indemnity system** governing all interactions with Transportation Me Pty Ltd. No interpretation shall narrow, restrict, or weaken the effect of this indemnity framework. It is intended to operate with maximum breadth, depth and longevity, creating full transfer of risk and financial responsibility to the Client.

SECTION 18.0 – WAIVER OF RIGHTS, RELEASE OF CLAIMS, LIMITATION OF LEGAL RECOURSE & IRREVOCABLE SURRENDER OF REMEDIES (PART 1 OF MULTI-SECTION WAIVER FRAMEWORK)

18.1 The Client acknowledges, understands, and irrevocably agrees that by engaging with Transportation Me Pty Ltd in any manner whatsoever—whether by entering the vehicle, booking transport, handing over courier items, participating in filming or drone activities, communicating digitally, subscribing to membership services, appearing in proximity to Company operations, or benefiting indirectly from Company activities—they voluntarily, knowingly, and permanently **waive, relinquish, forfeit, abandon, and surrender** a vast range of rights, claims, entitlements, remedies, protections, causes of action, and legal recourse that they might otherwise possess under common law, statute, equity, contract, tort, or any other legal framework. This waiver applies to all known and unknown rights, present or future rights, contingent rights, conditional rights, derivative rights, implied rights, and any rights that may arise due to changes in law, interpretation, technology, or legal doctrine.

18.2 The Client acknowledges that this waiver is intentionally broad, sweeping, exhaustive, continuous, and perpetual, and is designed to eliminate any expectation that the Client may make a claim against the Company for matters arising from participation in any Company service, regardless of the nature, extent, severity, foreseeability, or perceived fairness of such matters. The Client agrees that even if they subjectively believe themselves to be harmed, inconvenienced, misled, disadvantaged, stressed, impacted, or emotionally affected, they nonetheless waive the right to assert such claims against the Company.

18.3 The Client irrevocably agrees that they waive the right to bring, initiate, commence, pursue, threaten, lodge, file, circulate, broadcast, publish, or encourage any complaint, claim, dispute, lawsuit, tribunal application, regulatory report, police statement, administrative investigation, or public grievance against the Company arising out of or connected in any way to the service experience. This includes the waiver of rights to participate in class actions, collective claims, representative actions, online complaint campaigns, or any form of coordinated dispute process.

18.4 The Client acknowledges that they waive the right to seek damages, compensation, reimbursement, refund, credit, replacement service, apology, loss recovery, emotional distress payment, or any other remedy conventionally available under consumer protection concepts. The Client expressly acknowledges that no refund whatsoever is available unless explicitly required by non-excludable Australian consumer law provisions, and that dissatisfaction, emotional reaction, miscommunication, delayed service, misunderstood expectations, or stylistic disagreement does not entitle the Client to any form of remedy.

18.5 The Client agrees that they waive the right to rely on **representations**, whether written, verbal, implied, figurative, aesthetic, promotional, symbolic, conversational, or interpretive, including statements made casually, statements inferred from branding, impressions formed through imagery, expectations formed through tone or style, or assumptions drawn from cultural conventions. The Client acknowledges that marketing content—including phrases associated with encryption, privacy, premium experience or professionalism—does not override, limit or weaken the waiver of rights contained herein.

18.6 The Client acknowledges that they waive the right to assert claims based on **negligence**, unless such negligence constitutes an act that cannot legally be excluded under mandatory provisions of Queensland law. However, even in such cases, the Client waives all associated claims for non-economic loss, convenience-based claims, reputational claims, emotional impact claims, or speculative financial claims. The Client agrees that only minimal remedies required by law may remain available, and all others are fully waived.

18.7 The Client irrevocably waives any claim arising from **filming, recording, audio capture, drone footage, publication, editing, creative portrayal, incidental capture, or digital dissemination** of content involving them, their belongings, their vehicle entry or exit behaviour, their image, or their voice. The Client agrees that participation in or proximity to recording equipment constitutes voluntary assumption of risk and complete waiver of complaint regarding how footage appears, is edited, is interpreted, is distributed or is received by the public.

18.8 The Client waives the right to dispute Company decisions relating to **route selection, timing, service refusal, drone cancellation, courier refusal, behavioural enforcement, termination of service, denial of unsafe instructions, or internal**

operational judgment, acknowledging that the Company's discretion is absolute and not subject to challenge, arbitration or second-guessing.

18.9 The Client waives the right to assert claims regarding **technological failures**, including message delays, booking disruptions, GPS errors, payment glitches, email filtering, system outages, corrupted data, lost files, overwritten footage, digital misdelivery, or breakdowns in third-party platforms used by the Company. The Client agrees that technological imperfection does not create a basis for legal action.

18.10 The Client waives all claims relating to **accelerated wear and tear, minor discomfort, dissatisfaction with service ambience, interpersonal conflict, misunderstandings, stylistic disagreements, creative preferences, sensory overwhelm, or subjective disappointment**, acknowledging that these are natural and unavoidable characteristics of personalised transport and media environments.

18.11 The Client acknowledges that they waive any right to claim **vicarious liability** against the Company for actions of third parties, including passengers, bystanders, background participants, drone observers, other drivers, building staff, courier intermediaries, media collaborators or any individual incidentally involved in the operational environment.

18.12 The Client waives the right to pursue **punitive damages, exemplary damages, aggravated damages**, or any form of enhanced compensation intended to punish the Company or deliver moral remedy. The Client acknowledges that such remedies are inconsistent with the risk structure governing this agreement and are expressly relinquished.

18.13 The Client agrees that their waiver extends to harm caused in part by **the Client themselves**, including situations in which their behaviour, emotional state, miscommunication, intoxication, third-party association, or expectation misalignment contributes to or exacerbates the circumstances at issue. The Client acknowledges that contributory behaviour does not justify legal pursuit and is explicitly waived.

18.14 The Client waives the right to challenge the enforceability of this waiver on the grounds of non-readership, misunderstanding, oversight, complexity, emotional reaction, dissatisfaction, timing of communication, or the belief that waiver should not apply to them. The Client acknowledges that waiver is effective regardless of whether they took the time to read or comprehend the document.

18.15 The Client acknowledges and agrees that this Section 18.0 represents **the first structural layer of a multi-section waiver system**, and subsequent sections will continue to broaden, deepen, and reinforce the relinquishment of rights, creating a total limitation of recourse that operates across all present and future engagements with Transportation Me Pty Ltd.

SECTION 19.0 – WAIVER OF LIABILITY, NON-RELIANCE, FREEDOM FROM DUTY, ABSENCE OF OBLIGATION & FURTHER SURRENDER OF RIGHTS (PART 2 OF MULTI-SECTION WAIVER FRAMEWORK)

19.1 The Client acknowledges, understands, and irrevocably agrees that Transportation Me Pty Ltd does not owe the Client any duty, obligation, guarantee, expectation, standard of perfection, standard of convenience, standard of smoothness, standard of ambience, or standard of emotional satisfaction beyond the minimum obligations imposed by non-excludable Australian law. The Client expressly waives the right to allege that the Company owes any duty that is higher, stricter, broader, or more protective than that minimum threshold. The Client agrees that any perceived expectation outside those minimal obligations is hereby surrendered, nullified, and rendered unenforceable.

19.2 The Client acknowledges that they **do not rely on any representation**, explicit or implicit, made by the Company unless such representation is contained in a formal written agreement deliberately issued by the Company for the purpose of creating enforceable obligations. The Client waives the right to claim reliance on casual conversation, friendly reassurance, verbal statements, text messages, emojis, tone of voice, aesthetic presentation, editing style, website colours, branding themes, or any form of communication that is not formally recognised as a legal guarantee. The Client agrees that reliance requires an expressly worded, intention-to-be-bound document—and no other form of representation can create a right or remedy.

19.3 The Client waives the right to challenge the Company based on **expectations formed internally**, such as assumptions, guesses, personal interpretations, emotional impressions, cultural norms, or comparisons with other businesses. The Client acknowledges that subjective expectations do not constitute contractual rights, do not impose obligations upon the Company, and cannot create grounds for complaint or legal action. The Client accepts full responsibility for any disappointment arising from internal expectations not expressly confirmed by the Company.

19.4 The Client agrees that they waive any right to allege that the Company should have: anticipated their needs, predicted their preferences, deduced their intentions, inferred hidden concerns, understood implied meanings, catered to unexpressed sensitivities, or provided personalised adjustments not formally requested and not formally agreed upon. The Client acknowledges that such assumptions are unreasonable and are hereby surrendered.

19.5 The Client waives the right to assert that the Company failed to provide a "reasonable standard of service" where such a claim is based on intangible or subjective criteria such as friendliness, tone, comfort, smoothness of ride, ambience, personality alignment, perceived attentiveness, emotional resonance, conversational engagement, filming energy, or stylistic compatibility. The Client acknowledges that subjective experience is inherently variable and not grounds for liability.

19.6 The Client waives all rights to pursue claims arising from **non-essential inconveniences**, such as waiting times, weather discomfort, delays caused by traffic, minor route deviations, drone recalibration time, courier loading time, filming pauses, internal operational adjustments, or digital message delays. The Client acknowledges that non-essential inconvenience is an unavoidable part of human-operated services and cannot form the basis of liability.

19.7 The Client agrees that they waive any right to pursue claims based on **misunderstanding**, whether caused by unclear communication, misheard statements, emotional states, environmental noise, rushed circumstances, or assumptions made without clarification. The Client accepts responsibility for seeking clarification at the time and waives the right to reconstruct interpretations after the fact for dispute purposes.

19.8 The Client expressly waives the right to claim that the Company should be held liable for **inaction**, including failure to offer additional help, failure to intervene in interpersonal conflict, failure to provide counselling, failure to mediate disputes between the Client and third parties, failure to anticipate emotional distress, or failure to exceed minimum service obligations. The Client acknowledges that the Company is not responsible for the emotional, psychological, or interpersonal wellbeing of the Client.

19.9 The Client waives the right to allege liability based on **non-attendance**, **partial attendance**, or **service modification**, where circumstances beyond the Company's control (including weather, traffic, emergencies, filming restrictions, mechanical events, courier complications, or digital disruptions) require operational adjustments. The Client may not claim emotional distress, financial loss, reputational impact, or inconvenience as a result of modified plans.

19.10 The Client waives the right to assert that the Company must compensate them for **self-inflicted harm**, including harm arising from intoxication, fatigue, negligence, recklessness, emotional outbursts, ignoring instructions, unsafe footwear, misjudged movements, equipment tampering, or choosing to participate despite personal vulnerability. The Client agrees that self-inflicted harm is never the responsibility of the Company.

19.11 The Client waives the right to challenge the Company's **operational discretion**, including decisions regarding route selection, risk mitigation, service termination, refusal of courier items, drone cancellation, media framing, creative edits, publication decisions, or timing of communication. The Client acknowledges that operational discretion is not negotiable and cannot form grounds for dispute.

19.12 The Client waives all rights to allege that the Company failed to warn them about **obvious risks**, including physical risks inherent in entering and exiting vehicles, filming environments, drone proximity, courier item handling, or natural environmental conditions. The Client agrees that obvious risks require no warning.

19.13 The Client waives any right to assert reliance on **social media content**, including interpretations of images, captions, stories, reels, highlights, or promotional materials. The Client agrees that social media does not form part of the contract and carries no legal weight.

19.14 The Client waives the right to assert that the Company is liable for **unpredictable human behaviour**, including behaviour by other passengers, bystanders, the public, building staff, animals, or background participants in filming environments. The Client accepts that human unpredictability cannot be controlled and cannot be grounds for a claim.

19.15 The Client waives the right to bring actions arising from **technological interpretation errors**, including misunderstanding of estimated times, payment notifications, automated confirmations, booking system messages, or GPS outputs. The Client acknowledges that technology is imperfect and cannot form the basis of legal liability.

19.16 The Client waives the right to challenge this waiver on the grounds that they:
did not read the document,
did not understand the document,
found the document too long,
felt overwhelmed,
felt rushed,
were distracted,
believed the terms were implied rather than explicit,
or assumed the waiver would not apply to them.

The Client acknowledges that acceptance by conduct renders the waiver fully binding regardless of subjective experience.

19.17 The Client acknowledges that this section forms **Part Two** of the multi-layered waiver framework and that additional sections will further broaden and reinforce the Client's surrender of rights, ensuring near-total limitation of recourse against Transportation Me Pty Ltd.

SECTION 20.0 – COMPLETE RELEASE OF COMPANY LIABILITY ACROSS ALL SERVICE CATEGORIES, IRREVOCABLE EXCULPATION OF THE BUSINESS, AND TOTAL WAIVER OF CLAIMS (PART 3 OF MULTI-SECTION WAIVER FRAMEWORK)

20.1 The Client acknowledges, understands, and irrevocably agrees that by choosing to engage in any service provided by Transportation Me Pty Ltd—whether transport services, courier logistics, media production, drone filming, creative content capture, subscription services, digital communication, or any incidental interaction—they voluntarily and permanently **release the Company from all forms of liability**, whether existing now, arising later, foreseeable, unforeseeable, direct, indirect, consequential, emotional, reputational, digital, interpersonal, environmental, or arising from any other domain of human experience. This release applies universally to every conceivable form of harm, inconvenience, discomfort, disruption, error, or dissatisfaction stemming from any Company-related activity.

20.2 The Client expressly and permanently releases the Company from **all physical injury claims**, including injuries sustained while entering or exiting the vehicle, adjusting their seating position, moving belongings, bending, reaching, tripping, slipping, misjudging footing, interacting with courier items, participating in media environments, standing near drones, or navigating any physical area influenced by Company operations. The Client agrees that the physical environment contains inherent risks and that none of these risks impose liability upon the Company.

20.3 The Client agrees to release the Company from **all emotional injury claims**, including emotional discomfort, embarrassment, awkwardness, sadness, disappointment, anger, frustration, anxiety, tension, stress, or any other emotional reaction arising from customer service interactions, filming experiences, editing choices, drone operations, communication

delays, misunderstandings, behavioural corrections, service refusal, or social media content. The Client acknowledges that emotional response is subjective and cannot be attributed to the Company.

20.4 The Client releases the Company from **all reputational claims**, including claims that the Client's reputation was damaged due to appearing in media, being mentioned in content, being overheard in recordings, being associated with drone captures, or being incidentally included in visual footage. The Client acknowledges that reputation is fluid, subjective, and influenced by personal interpretation—not by Company liability.

20.5 The Client permanently releases the Company from **all claims arising from delays**, including delays due to traffic, construction, police activity, weather conditions, GPS inaccuracy, mechanical issues, drone recalibration, courier miscommunication, or technological malfunction. The Client accepts that delays are natural and non-actionable.

20.6 The Client expressly releases the Company from all claims relating to **service dissatisfaction**, including dissatisfaction with creative style, editing choices, drone angles, camera selection, colour grading, audio quality, turnaround times, driving smoothness, route selection, personality interactions, or ambient conditions. The Client agrees that dissatisfaction does not constitute wrongdoing.

20.7 The Client agrees to release the Company from all claims relating to **lost, incomplete, corrupted, or missing media**, including recording failures, battery depletion, SD card corruption, overwritten footage, partial captures, or lost drone files. The Client acknowledges that no guarantee of footage preservation exists.

20.8 The Client permanently releases the Company from **all courier-related claims**, including loss, breakage, leakage, spoilage, theft, misdelivery, property damage, or degradation of any courier item. The Client understands that courier environments contain unavoidable risks and that the Company bears no liability for item condition unless required under non-excludable law.

20.9 The Client releases the Company from **all technological claims**, including app failure, website downtime, system outages, payment processor limitations, double charges, delayed messages, corrupted emails, cloud storage issues, or misinformation arising from technological imperfections. The Client acknowledges that digital ecosystems are imperfect and inherently unreliable.

20.10 The Client acknowledges that they release the Company from **all claims arising from filming or recording**, including claims relating to privacy, portrayal, perceived misrepresentation, editing context, inclusion in background footage, ambient audio capture, or unexpected recording angles. The Client agrees that no recording constitutes actionable harm unless unlawful under Australian statute.

20.11 The Client acknowledges that they release the Company from all liability stemming from **behavioural enforcement**, including safety-based instruction, service termination, refusal to enter unsafe locations, refusal to handle unsafe courier items, refusal to comply with Client requests, and decisions made to protect safety, equipment, legality, or operational efficiency. The Client agrees that such decisions, regardless of personal inconvenience, cannot generate claims.

20.12 The Client permanently releases the Company from all claims relating to the behaviour of **other passengers, bystanders, members of the public, building staff, animals, or individuals present during filming**. The Client acknowledges that unpredictable human and environmental behaviour cannot be controlled by the Company and therefore cannot generate liability.

20.13 The Client acknowledges that they release the Company from **all claims relating to weather**, including rain, heat, wind, glare, noise, visibility issues, drone limitations, filming constraints, or discomfort. The Client agrees that weather is external and non-actionable.

20.14 The Client permanently waives the right to claim that the Company is liable for **acts of God**, including natural events, structural collapses, sudden hazards, falling objects, wildlife interactions, flooding, or environmental anomalies. The Company bears no responsibility for forces beyond its control.

20.15 The Client acknowledges that they release the Company from **all claims relating to the conduct of minors** associated with the Client. They agree that supervising, managing, controlling, disciplining, or ensuring the safety of minors is solely the Client's obligation.

20.16 The Client permanently releases the Company from any claim alleging **unfairness, rudeness, tone issues, misinterpretation, poor customer service, or social discomfort**. The Client agrees that subjective social experience does not create liability or remedy.

20.17 The Client releases the Company from **any claim arising from the content of this disclaimer**, acknowledging that the length, complexity, legal density, or readability of the document does not diminish its enforceability. The Client agrees that failure to read or comprehend the document does not negate the waiver.

20.18 The Client acknowledges that this complete release applies **forever**, is not extinguished by the passage of time, is not undone by a new booking, and is not invalidated by changes in law unless expressly required under mandatory Australian consumer law.

20.19 The Client acknowledges that this section forms **Part Three** of the comprehensive waiver framework, and subsequent sections will further eliminate any right to pursue legal recourse, ensuring the Company is insulated from claims across all conceptual, legal, and operational domains.

SECTION 21.0 – WAIVER OF DISPUTE PATHWAYS, TOTAL RENUNCIATION OF COMPLAINT MECHANISMS, EXCLUSION OF LEGAL REMEDIES & SURRENDER OF RECOURSE (PART 4 OF MULTI-SECTION WAIVER FRAMEWORK)

21.1 The Client acknowledges, understands and irrevocably agrees that by engaging in any manner whatsoever with Transportation Me Pty Ltd, they permanently waive and relinquish **all internal and external dispute pathways**, except to the limited extent that non-excludable Australian consumer law mandates minimal procedural options. The Client expressly waives the right to initiate, encourage, support, threaten, or participate in any form of dispute mechanism—whether contractual, statutory, administrative, judicial, or informal—arising from or connected in any way to the Company’s services, decisions, actions, omissions, communications, creative output, operational methods, or business practices. The Client agrees that the elimination of dispute pathways is a foundational term of engagement and operates as an absolute condition of participation in Company services.

21.2 The Client expressly waives the right to lodge formal or informal complaints through **government agencies**, including consumer affairs bodies, ombudsman offices, transport regulatory authorities, media authorities, human rights bodies, civil resolution tribunals, occupational licensing agencies, or any statutory or quasi-statutory entity, unless such lodging is explicitly required under mandatory law. The Client acknowledges that dissatisfaction does not constitute grounds for regulatory intervention and relinquishes any perceived entitlement to external adjudication or complaint escalation.

21.3 The Client waives the right to file, pursue, or threaten any **civil court claim**, including claims in the Magistrates Court, District Court, Supreme Court, QCAT, Federal Circuit Court, or any other judicial body. The Client acknowledges that the Company’s liability structure is built upon the waiver of litigation rights and agrees that no circumstance relating to service delivery—whether physical, emotional, financial, reputational, or digital—creates a basis for court involvement.

21.4 The Client permanently waives the right to use **online dispute mechanisms**, including those offered by social media platforms, payment processors, digital marketplaces, review aggregators, or third-party booking sites. The Client agrees that online dispute tools frequently reward emotional exaggeration, sensationalised allegations, or publicly motivated narratives inconsistent with factual accuracy. The Client acknowledges that using such mechanisms to dispute Company actions constitutes a violation of this waiver and triggers indemnity consequences.

21.5 The Client waives the right to initiate or participate in **chargebacks, payment disputes, financial reversals, or bank-instigated claims** unless such actions arise from proven fraud not caused by the Client or associated individuals. The Client acknowledges that lodging a chargeback for legitimate services rendered constitutes financial misconduct and may trigger legal recovery proceedings, administrative fees, investigation charges, and indemnity obligations. The Client agrees that dissatisfaction, misunderstanding, emotional reaction, or creative disagreement does not justify a chargeback.

21.6 The Client agrees that they waive any right to participate in **collective disputes**, including class actions, mass complaints, coordinated consumer filings, petition-based grievances, community-driven allegations, or group-based review campaigns. The Client acknowledges that collective engagement amplifies reputational risk and may cause disproportionate harm relative to the Client’s actual experience. The Client therefore surrenders all rights to participate in group conflict of any kind.

21.7 The Client irrevocably waives any right to initiate **public complaint campaigns**, including negative social media posts, defamatory insinuations, coordinated negative reviews, hostile comment threads, indirect accusations, vaguebooking, or emotionally-charged narratives designed to attract public sympathy or to damage the Company’s reputation. The Client acknowledges that such behaviour constitutes reputational harm and is prohibited under this waiver, triggering indemnity consequences.

21.8 The Client expressly waives the right to demand **internal review, internal escalation, or managerial intervention**, acknowledging that the Company is not structured as a public-facing dispute mediation entity. The Client accepts that the Company’s internal processes exist exclusively to support operations and not to facilitate emotional dispute cycles, customer appeasement structures, or adjudication of subjective grievances.

21.9 The Client waives the right to assert that the Company should be liable for failing to provide **alternative dispute resolution**, including mediation, arbitration, conciliation, facilitated negotiation, or third-party intervention. The Client acknowledges that the Company is not required to negotiate beyond the minimal requirements of consumer law and that emotional dissatisfaction is not grounds for ADR participation.

21.10 The Client agrees that they waive the right to rely on **friend, family, partner, or social circle intervention** to pressure or negotiate with the Company. The Client acknowledges that no external party acting on their behalf holds standing to create, threaten, negotiate, or manage disputes. Any attempt to involve external influencers—including but not limited to workplace colleagues, online communities, influencers, advocacy groups, or legal acquaintances—constitutes a violation of this waiver.

21.11 The Client expressly waives the right to allege that the Company failed to resolve a dispute **fairly, quickly, kindly, empathetically, thoroughly, or to the Client’s satisfaction**, acknowledging that subjective evaluations of fairness or empathy have no contractual relevance. The Client agrees that no operational duty requires the Company to meet subjective emotional thresholds.

21.12 The Client waives all rights to claim that the Company is responsible for **misinterpretation, misunderstanding, lack of clarity, emotional volatility, personal expectations, or interpersonal tension** during communications, acknowledging that human variation cannot form grounds for dispute.

21.13 The Client waives the right to seek **moral remedies**, including apologies, acknowledgements of fault, written clarifications, or symbolic concessions. The Client acknowledges that moral outcomes carry no legal weight and fall outside the obligations of the Company.

21.14 The Client waives the right to initiate **indirect disputes**, including those disguised as customer inquiries, disguised as refund requests, disguised as correction attempts, disguised as emotional appeals, or framed as concerns intended to elicit

Company concessions. The Client acknowledges that disguised or passive-aggressive dispute strategies remain subject to this waiver.

21.15 The Client waives the right to challenge the enforceability of this waiver on the basis of **emotional frustration, subjective belief in unfairness, interpretational differences, document length, document complexity, or perceived imbalance**, acknowledging that contractual validity does not depend on subjective ease of understanding.

21.16 The Client acknowledges and agrees that this section constitutes **Part Four** of the multi-layered waiver system and that subsequent sections will finalize the waiver framework with absolute closure of all legal, quasi-legal, administrative, public, and informal recourse avenues.

SECTION 22.0 – FINAL WAIVER OF RIGHTS, TOTAL CLOSURE OF RECOURSE, ABSOLUTE BAR ON ACTION & PERMANENT CONTRACTUAL PRECLUSION (PART 5 OF MULTI-SECTION WAIVER FRAMEWORK — FINAL WAIVER LAYER)

22.1 The Client acknowledges, understands, and irrevocably agrees that this section constitutes the **final and conclusive layer** of the waiver structure governing all interactions with Transportation Me Pty Ltd. This comprehensive waiver is intended to permanently extinguish every possible avenue of complaint, claim, dispute, allegation, action, remedy, request, or demand that the Client may otherwise perceive to exist, whether arising from law, equity, custom, expectation, conversation, observation, emotional experience, or subjective displeasure. The Client agrees that by participating in any Company service, they conclusively accept that no remedy exists beyond those mandatory under non-excludable provisions of Australian consumer law.

22.2 The Client acknowledges that they fully and permanently waive their right to initiate or pursue **any form of direct or indirect legal action**, including claims framed as negligence, breach of contract, breach of duty, breach of privacy, misrepresentation, unconscionability, unfairness, emotional distress, dissatisfaction, inconvenience, loss of enjoyment, or any modern reformulation of these legal theories. The Client agrees that even creative or novel attempts to reframe grievances as new legal categories are expressly forbidden by this waiver and constitute a breach of the contractual rights of the Company.

22.3 The Client agrees that they permanently waive the right to seek **refunds, partial refunds, credit, discounts, cancellation rights, compensation, damages, replacement services, financial offsets, future service benefits, or apologies** except where strictly required by non-excludable Australian consumer law. This waiver applies regardless of whether the Client subjectively believes the service was unsatisfactory, uncomfortable, unexpected, creatively discordant, emotionally challenging, slower than preferred, or different from personal expectations.

22.4 The Client acknowledges that they permanently waive the right to allege that any Company conduct constitutes a basis for **rescission, voiding, rewriting, or reinterpreting** this agreement. The Client agrees that the agreement stands as written and that no external factor—including emotional volatility, intoxication, misunderstanding, or dissatisfaction—can modify the binding nature of this waiver.

22.5 The Client expressly waives any right to assert that the Company has engaged in **misleading or deceptive conduct**, whether arising from marketing language, aesthetic representation, tone, theme, creative editing style, social media presentation, symbolic imagery, assumed implications, or any communication that the Client unilaterally interprets. The Client acknowledges that marketing language—particularly relating to encryption, security, or premium experience—does not create enforceable guarantees.

22.6 The Client waives the right to pursue or threaten **any administrative complaint**, including complaints to transport regulators, courier oversight bodies, media authorities, CASA (regarding drone activities), privacy commissioners, consumer protection agencies, or local councils. The Client acknowledges that such matters have no foundation where disputes are based on dissatisfaction rather than statutory breach, and agrees not to misuse regulatory systems as a vehicle for emotional or retaliatory escalation.

22.7 The Client agrees that they permanently waive the right to initiate **investigatory escalation**, including requests for Company internal records, demands for footage, demands for staff notes, requests for logs, requests for booking history, requests for GPS data, or any other investigatory action undertaken for the purpose of framing a complaint. The Client acknowledges that such internal materials belong exclusively to the Company, and that no waiver or permission to access such data may be implied by participation in any service.

22.8 The Client waives the right to assert harm arising from **contextual editing, creative stylisation, partial capture, incomplete footage, repetition, slow-motion sequences, soundtrack overlay, humour-based editing, dramatic stylisation, visual exaggeration, or narrative framing** used by the Company in media production. The Client accepts that editing is inherently interpretive and cannot be grounds for liability.

22.9 The Client acknowledges that they waive all rights to dispute outcomes based on **third-party commentary**, including comments, reviews, reactions, online behaviour, or reposts by members of the public or individuals unrelated to the Company. The Client accepts that public reaction lies outside the Company's control and cannot form grounds for liability or remedy.

22.10 The Client waives all rights to pursue claims based on **private dissatisfaction**, including feelings of social discomfort, personal embarrassment, perceived awkwardness, or emotional misalignment. The Client acknowledges that emotional experience is subjective and cannot generate a legal right of action.

22.11 The Client permanently waives the right to allege that the Company should assume responsibility for **moral, relational, interpersonal, or psychological impacts**, including disputes between the Client and their companions, disagreements arising from filmed content, embarrassment caused by one's own behaviour, or negative reactions from third parties who view media in which the Client appears.

22.12 The Client waives the right to pursue any action alleging that the Company failed to **prevent** harm caused by third parties, including passengers, bystanders, venue staff, animals, other drivers, or irrelevant observers. The Client acknowledges that the Company has no legal obligation to police or manage the behaviour of individuals outside of its employment.

22.13 The Client waives the right to assert that the Company is responsible for **latent or long-term consequences**, including emerging discomfort, reputational shifts, digital spread of content, viral reposting, recontextualisation of footage years later, or delayed emotional reaction. The Client accepts that long-term consequences are outside the Company's sphere of responsibility.

22.14 The Client waives the right to claim that the Company is liable for **any act, omission, occurrence, misunderstanding, or inconvenience** that did not involve demonstrably unlawful conduct by the Company. The Client accepts that lawful conduct cannot generate legal consequences.

22.15 The Client acknowledges that the Company is not liable for **failures to meet expectations**, as expectations do not constitute obligations. The Client waives the right to assert that unmet expectations—personal, emotional, creative, interpretive, or aesthetic—have legal significance.

22.16 The Client waives any right to assert liability based on **industry norms, community standards, ethical preferences, moral criticisms, private opinions**, or subjective beliefs regarding what a transport or media service "should" entail.

22.17 The Client agrees that no waiver in this document may be retracted, contested, diluted, modified, amended, or revoked except by formal written agreement signed by a director of Transportation Me Pty Ltd. The Client acknowledges that no verbal statement, emotional request, or informal conversation can undo or diminish the finality of this waiver.

22.18 The Client acknowledges, understands, and agrees that this **final waiver** closes all remaining avenues of recourse and functions alongside the indemnity framework to create a complete legal shield protecting the Company from all claims, harms, disputes, or liabilities arising from the Client's involvement. The Client agrees that participation in any Company service constitutes full, knowing, voluntary, and irrevocable acceptance of this waiver.

SECTION 23.0 – LIMITATION OF LIABILITY, MAXIMUM LEGAL CAPS, EXCLUSIONS OF REMEDIES & EXPLICIT BOUNDARIES OF COMPANY EXPOSURE (PART 1 OF MULTI-SECTION LIABILITY LIMITATION FRAMEWORK)

23.1 The Client acknowledges, understands and irrevocably agrees that any liability which *cannot* legally be excluded under mandatory Australian consumer law is still subject to the strictest and narrowest possible interpretation, and that the Company's total legal exposure—whether arising from contract, tort, statute, equity, negligence, consumer guarantees, omissions, misunderstandings, operational decisions, digital interactions, or any other conceptual theory of liability—is limited to the absolute minimum extent permissible under the Competition and Consumer Act 2010 (Cth) and relevant Queensland legislation. The Client agrees that all remedies beyond those explicitly protected by statute are excluded, restricted, unavailable, surrendered, waived or contractually extinguished.

23.2 The Client expressly acknowledges that to the fullest extent permitted by law, the total aggregate liability of Transportation Me Pty Ltd for any claim, dispute, allegation, demand, harm, inconvenience, loss, damage, cost, expense or compensable consequence—whether arising from a single incident or multiple related or unrelated incidents—is strictly limited to the lowest legally allowable amount. The Client agrees that the Company's maximum exposure, in any event and under all circumstances combined, shall never exceed the cost of re-performing the service *if re-performance is physically possible*, or the cost of providing an equivalent service, or such minimal remedy mandated by law. The Client waives all claims exceeding this amount.

23.3 The Client acknowledges that the Company's liability is explicitly **not extended to consequential loss**, including loss of income, missed opportunities, reputation damage, emotional harm, business disruption, downtime, future earnings, social impact, relationship strain, digital damage, public perception harm, embarrassment, inconvenience, travel delays, alternative transport costs, event loss, cancelled plans, missed work, damaged social reputation, or any form of indirect or special damage. The Client expressly and permanently accepts that consequential losses are excluded in their entirety.

23.4 The Client acknowledges that the Company's liability is explicitly excluded for **incidental damages**, including minor discomfort, temporary delays, environmental conditions, background noise, media imperfections, incomplete captures, courier timing variability, drone repositioning, digital interruptions, booking errors caused by Client input, or any inconvenience arising naturally from service delivery. The Client agrees that incidental damages are considered part of normal service operation and do not give rise to liability.

23.5 The Client acknowledges that the Company bears **no liability whatsoever** for incidents arising from third-party behaviour, including acts or omissions by other drivers, pedestrians, bystanders, building staff, animals, courier recipients, guests, neighbours, social media audiences, collaborators, photographers, or the behaviour of friends, partners or associates accompanying the Client. The Client agrees that third-party behaviour lies outside the Company's sphere of control and cannot generate liability.

23.6 The Client acknowledges that the Company bears no liability for **environmental influences**, including road conditions, obstacles, glare, weather, wildlife, urban disturbances, noise pollution, traffic patterns, architectural interference with drone signals, or natural features that influence filming quality, courier handling or transport dynamics. The Client agrees that the environment cannot constitute Company fault.

23.7 The Client acknowledges that the Company bears no liability for **technological performance**, including GPS errors, mapping inconsistencies, message delays, cloud storage failures, server outages, file corruption, device incompatibility, application malfunction, caching delays, cybersecurity incidents caused by the Client's devices, or external service provider errors. The Client agrees that technology is inherently unstable and cannot be a basis for actionable harm.

23.8 The Client agrees that the Company bears no liability for **advices, opinions, casual remarks, suggestions, interpretations, or conversational statements** made verbally, digitally, socially, or informally. The Client acknowledges that such statements do not create obligations or guarantees and cannot generate liability.

23.9 The Client acknowledges that the Company bears no liability for **personal belongings**, including items dropped, forgotten, misplaced, damaged, stolen, spilled, or otherwise harmed during transport or filming. The Client agrees that they alone are responsible for safeguarding their belongings at all times.

23.10 The Client acknowledges that the Company bears no liability for **editing decisions, creative direction**, stylistic interpretation, colour choices, narrative framing, humour elements, dramatic enhancement, aesthetic exaggeration, thematic stylisation, or any other artistic method used in media production. The Client agrees that creative differences cannot form grounds for liability.

23.11 The Client acknowledges that the Company bears no liability for **food spills, drink spills, sickness incidents, allergic reactions, stress reactions, anxiety responses, motion-induced discomfort, or sensory overstimulation**, whether arising from vehicle movement, environmental factors, or internal Client sensitivities.

23.12 The Client agrees that the Company bears no liability for **service refusal, service termination, location refusal, drone cancellation, courier rejection, filming discontinuation, or behaviour-based restrictions**, even where such operational decisions cause inconvenience or emotional discomfort. The Client acknowledges that operational discretion is absolute and cannot generate liability.

23.13 The Client acknowledges that the Company bears no liability for **damage caused by minors** associated with the Client, and that all such liability remains entirely with the Client.

23.14 The Client acknowledges that any liability that cannot be excluded is still subject to strict **proportionality, minimum statutory interpretation, and narrow construction**. The Client agrees that in any ambiguous scenario, the interpretation most favourable to the Company's limitation of liability shall apply.

- 23.15 The Client agrees that no expansion of liability may occur through:
 - subsequent conversation,
 - later understanding,
 - verbal clarification,
 - emotional appeal,
 - website interpretation,
 - marketing language,
 - social media content,
 - or staff statements.

The Client acknowledges that liability limits cannot be expanded except by formal written contract signed by a director of the Company.

23.16 The Client acknowledges that limitation of liability operates **indefinitely** and applies to all future engagements, bookings, services, communications, and interactions between the Client and the Company, regardless of whether they occur days, months or years after the initial engagement.

23.17 This Section 23.0 forms **Part One** of a multi-layer liability limitation framework, and subsequent sections will expand upon, reinforce, and consolidate the boundaries of Company exposure to ensure near-total legal protection.

SECTION 24.0 – SPECIFIC LIABILITY CAPS, INDUSTRY-BASED LIMITATIONS, EXCLUSION OF NON-STATUTORY DUTIES & TOTAL BOUNDARY REINFORCEMENT (PART 2 OF MULTI-SECTION LIABILITY LIMITATION FRAMEWORK)

24.1 The Client acknowledges, understands and irrevocably agrees that any liability of Transportation Me Pty Ltd which cannot legally be excluded is nonetheless subject to strict **quantitative and qualitative caps**, meaning that even where some degree of responsibility cannot be waived, the *maximum extent* of the Company's exposure is confined to the lowest, narrowest and most restrictive interpretation of applicable Australian statutory obligations. The Client agrees that these caps operate automatically and do not require the Company to issue reminders or warnings at the time of service.

24.2 The Client acknowledges that **industry-standard expectations**—including assumptions about the level of service typically provided by rideshare drivers, chauffeurs, couriers, media operators, drone pilots, or creative directors—do not impose additional duties, obligations or liabilities on the Company. The Client expressly agrees that Transportation Me Pty Ltd is not bound by industry averages, competitor practices, "common sense expectations," general standards of politeness, informal customs, courtesy traditions, or social norms. Only legislative requirements create enforceable obligations.

24.3 The Client acknowledges that the Company bears no liability for failing to provide "reasonable care" where such failures are associated with **conditions created by the Client**, such as intoxication, distraction, hostility, miscommunication, emotional volatility, refusal to follow instructions, disregard for safety guidance, or interference with equipment. The Client agrees that their own behavioural contributions extinguish or diminish any statutory duties that might otherwise apply.

24.4 The Client acknowledges that statutory guarantees under Australian consumer law relating to due care and skill are interpreted in the narrowest possible sense and do not require the Company to provide perfection, smoothness, creative precision, aesthetic satisfaction, emotional comfort, uninterrupted digital performance, or discretionary assistance. The Client agrees that statutory guarantees relate only to fundamental service delivery—not quality beyond minimal thresholds.

24.5 The Client acknowledges that the Company bears no liability for **property damage** unless the damage results from demonstrably unlawful or intentionally harmful conduct by a Company representative. Even in such cases, the Client agrees

that compensation is limited strictly to the direct cost of repairing or replacing the item with an equivalent—not superior—item, and excludes sentimental, reputational, convenience-related, or consequential values.

24.6 The Client acknowledges that the Company bears no liability for **vehicle ingress or egress accidents**, including slips, stumbles, door misjudgment, personal imbalance, footwear-related issues, clothing entanglement, or improper use of handles. The Client accepts full responsibility for their own physical coordination and safety awareness when entering, exiting or moving around the vehicle.

24.7 The Client acknowledges that the Company bears no liability for **unsuitable footwear, attire, physical limitations, disabilities, temporary injuries, or medical conditions** that affect the Client's ability to move safely in the operational environment. The Client agrees that they must self-manage their own physical vulnerabilities and may not assert liability for harm arising from personal conditions.

24.8 The Client acknowledges that the Company bears no liability for **drone-related issues** arising from environmental interference, GPS drift, magnetic disturbance, wind shifts, reflective surfaces, wireless congestion, battery depletion, sudden weather changes, CASA restrictions, birds, insects, crowds, or terrain unpredictability. The Client agrees that drone technology contains inherent risk and therefore cannot generate claims.

24.9 The Client agrees that the Company bears no liability for **creative dissatisfaction**, including disputes over colour, framing, brightness, grading, angle choice, pose style, lens selection, audio tone, editing decisions, drone pathing, or narrative interpretation. The Client acknowledges that creative output is inherently subjective and cannot generate legal liability.

24.10 The Client acknowledges that the Company bears no liability for **courier item fragility, perishable characteristics, improper packaging, structural weakness, leakage potential, chemical sensitivity, or weight distribution issues** that contribute to item damage. The Client agrees that they alone are responsible for packaging and truthfully representing the nature of courier items.

24.11 The Client acknowledges that the Company bears no liability for **digital miscommunication**, including misinterpreted tone, autocorrect errors, delayed replies, incomplete messages, lost attachments, or misunderstandings based on the medium of communication. The Client accepts that digital correspondence is inherently fallible.

24.12 The Client agrees that the Company bears no liability for **mapping discrepancies**, including GPS inconsistencies, wrong lane suggestions, misjudged ETA windows, incorrect routing, or detours caused by road closures. The Client acknowledges that mapping systems are third-party tools that cannot generate liability.

24.13 The Client acknowledges that the Company bears no liability for **financial losses** incurred by the Client as a result of scheduling, delays, or travel outcomes—including but not limited to missed flights, missed appointments, missed meetings, missed interviews, missed events, or loss of income. The Client accepts that they must arrange appropriate buffers and cannot attribute timing issues to the Company.

24.14 The Client agrees that the Company bears no liability for **failure to achieve Client objectives**, including but not limited to arriving at an event on time, securing a desired filming aesthetic, achieving social media engagement, attaining creative virality, meeting personal goals, or fulfilling emotional expectations.

24.15 The Client acknowledges that, in circumstances where liability is not excluded, the Company's maximum financial responsibility is capped at:

- a) the cost of reperforming the service; or
 - b) the cost of supplying an equivalent service; or
 - c) the lowest amount mandated by law;
- whichever is smallest.

The Client expressly waives the right to pursue damages exceeding this cap under any legal theory.

24.16 The Client agrees that **non-economic losses**—including distress, anxiety, disappointment, frustration, relational tension, stress, awkwardness, reputational discomfort, or inconvenience—are expressly excluded and cannot form the basis of financial remedy.

24.17 The Client acknowledges that any liability arising from **unforeseeable events, freak accidents, spontaneous environmental hazards, unforeseeable conditions, or unpredictable third-party acts** is categorically excluded.

24.18 The Client acknowledges that the Company is not liable for harm arising from **Client breach of this disclaimer**, and that such breach independently nullifies all expectation of liability.

24.19 The Client acknowledges that this section forms **Part Two** of the multi-layered liability limitation framework, and that subsequent sections will further restrict, refine, and contractually eliminate Company exposure across all service domains.

SECTION 25.0 – TOTAL EXCLUSION OF IMPLIED DUTIES, NON-ASSIGNABILITY OF COMPANY RESPONSIBILITY, STRICT RISK ALLOCATION & ELIMINATION OF IMPLIED OBLIGATIONS (PART 3 OF MULTI-SECTION LIABILITY LIMITATION FRAMEWORK)

25.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd assumes **no implied duties whatsoever**, whether arising under common law, equity, industry norms, customary expectations, social standards, relational assumptions, or any interpretive doctrine suggesting that obligations may exist even where they are not expressly stated. The Client agrees that all implied duties—including implied duties of care beyond statutory minimums, implied duties of warning, implied duties of advisory guidance, implied duties of protection, implied duties of emotional sensitivity, implied duties of comfort, implied duties of technical perfection, or implied duties of anticipating Client needs—are expressly excluded to the fullest extent permitted by law.

25.2 The Client agrees that the Company does not assume any **fiduciary obligations**, including obligations of trust, loyalty, prioritisation of Client interests, heightened duty of care, or responsibility to act in any capacity resembling a guardian, advisor, counsellor, legal representative, risk assessor, personal protector, or information gatekeeper. The Client agrees that engagement with the Company is purely transactional and commercial; no special relationship arises, regardless of frequency of use, familiarity, friendliness, message tone, or ongoing communication patterns.

25.3 The Client acknowledges that the Company does not assume any **duty to warn**, except where such duty is expressly mandated by non-excludable legislation. The Client agrees that the Company is not responsible for warning the Client about obvious risks, environmental risks, behavioural risks, ergonomic risks, social risks, creative risks, media exposure risks, drone proximity risks, courier item fragility, or risks arising from the Client's own decision-making. The Client accepts full responsibility for identifying, recognising, and managing all risks inherent in their participation.

25.4 The Client agrees that the Company bears no duty to **prevent self-harm**, whether physical, emotional, reputational, or social in nature. The Client acknowledges that they alone are responsible for their physical balance, emotional reactions, stress thresholds, social interactions, personal choices during filming, behaviour in public spaces, and any reputational impact arising from their own actions.

25.5 The Client acknowledges that the Company does not assume any **duty to protect third parties** connected to the Client, including friends, partners, acquaintances, minors, colleagues or strangers accompanying the Client. The Client accepts full legal and financial responsibility for individuals who attend, participate, interact, communicate, or interfere with Company services due to the Client's presence or invitation.

25.6 The Client acknowledges that the Company does not assume any **duty to inspect or verify courier items**, including their safety, structural integrity, suitability for transport, compliance with laws, chemical stability, packaging reliability, or proper sealing. The Client agrees that they alone are responsible for ensuring courier items are safe, legal, non-hazardous, and packaged appropriately.

25.7 The Client acknowledges that the Company has **no implied duty to supervise minors**, regardless of context. The Client agrees that minors remain the sole responsibility of the Client and that harm, misbehaviour, property damage, or safety risks introduced by minors fall entirely within the Client's liability.

25.8 The Client agrees that the Company does not assume any **implied duty of privacy** beyond those explicitly required under Australian privacy law. The Client acknowledges that incidental filming, ambient sound capture, visual backgrounds, drone footage, environmental reflections, and inadvertent appearances do not constitute privacy breaches and cannot generate liability.

25.9 The Client acknowledges that the Company has **no duty to intervene in interpersonal disputes**, including arguments between passengers, disagreements between the Client and third parties, social conflicts occurring in or near the vehicle, or tensions arising from group dynamics. The Client agrees that interpersonal conflict is not the Company's responsibility.

25.10 The Client acknowledges that the Company is not responsible for **predicting or managing Client emotional reactions**, including embarrassment, self-consciousness, frustration, insecurity, anger, disappointment, pressure, or discomfort arising from filming, media exposure, lighting, proximity, or creative direction. The Client agrees that emotional response is inherently personal and cannot generate liability.

25.11 The Client agrees that the Company bears no implied duty to ensure **Client satisfaction**, whether regarding transport, courier timing, media quality, drone performance, editing choices, or creative interpretation. Dissatisfaction cannot be transformed into a claim or liability.

25.12 The Client acknowledges that the Company does not assume any **duty of explanation**, including explaining operational decisions, route choices, drone trajectory, courier workflow, filming methods, pricing logic, subscription rules, or safety decisions, unless required under specific legislation.

25.13 The Client agrees that Company responsibility is **non-transferable and non-assignable**, meaning that the Client cannot shift responsibility onto the Company for situations originating in their personal life, social environment, mental state, financial condition, legal disputes, interpersonal relationships, digital presence, reputational challenges, or ongoing conflicts outside Company operations.

25.14 The Client agrees that liability cannot be assigned to the Company based on **assumptions about corporate resources**, including assumptions that a company must act in a certain way because it is incorporated, has employees, owns equipment, or appears professional. The Client acknowledges that such assumptions are irrelevant to liability.

25.15 The Client acknowledges that the Company assumes **no implied duty of perfection**, including perfection in driving precision, drone path accuracy, media focus, lighting, audio quality, courier timing, scheduling accuracy, digital responsiveness, or operational consistency. The Client accepts that all services are performed with reasonable functional intent—not perfection.

25.16 The Client acknowledges that the Company assumes **no duty to manage Client risk preferences**, including fear of drones, discomfort with cameras, anxiety about timing, sensitivity to creative portrayals, or personal safety thresholds. The Client agrees that they must self-manage their tolerances.

25.17 The Client acknowledges that no implied duty arises from **repeat business, friendly communication, loyalty, membership status, frequency of bookings, or duration of engagement**. Familiarity does not create heightened duty.

25.18 The Client agrees that all implied warranties, implied conditions, and implied obligations—other than those strictly non-excludable under Australian consumer law—are expressly excluded.

25.19 The Client acknowledges that this limitation applies indefinitely, across all service categories, and survives termination of any relationship between the Client and the Company.

25.20 This Section 25.0 forms **Part Three** of the multi-layer liability limitation framework, and subsequent sections will further contract, clarify and restrict the Company's potential exposure across all operational environments.

SECTION 26.0 – STRICT ALLOCATION OF RESPONSIBILITY TO THE CLIENT, UNIVERSAL RISK BURDEN, AND TOTAL SHIFT OF OBLIGATION ACROSS ALL SERVICE DOMAINS (PART 4 OF MULTI-SECTION LIABILITY LIMITATION FRAMEWORK)

26.1 The Client acknowledges, understands and irrevocably agrees that **all risks inherent in transportation, courier handling, filming environments, drone operations, subscription services, digital communication, media participation, and any associated activity are allocated entirely to the Client**, except for the minimal and non-excludable obligations imposed by Australian consumer law. The Client accepts that this strict allocation of responsibility is a core condition of service and that participation in any Company offering signifies full acceptance of this burden.

26.2 The Client agrees that they bear **exclusive responsibility for their own physical safety**, including maintaining balance, using handholds appropriately, choosing safe footwear, securing belongings, navigating uneven surfaces, stepping into or out of vehicles cautiously, managing personal physical vulnerabilities, and ensuring that they do not expose themselves to unnecessary risk within operational environments. The Client acknowledges that the Company is not responsible for monitoring or correcting the Client's physical conduct.

26.3 The Client acknowledges that they alone are responsible for **their own emotional, psychological, and social wellbeing**, including reactions to filming, reactions to drone proximity, responses to creative direction, stress arising from timing, embarrassment captured on footage, interpersonal conflict within their group, and emotional responses to editing outcomes. The Client agrees that emotional states are internally generated and cannot be attributed to Company liability.

26.4 The Client agrees that they bear full responsibility for **protecting their reputation**, including understanding that participation in media or drone filming may result in footage where they appear incidentally, partially, prominently, or unexpectedly. The Client acknowledges that reputation is shaped by individual behaviour and public perception—not by Company action—and therefore cannot be the subject of liability.

26.5 The Client accepts exclusive responsibility for **protecting their property**, including phones, wallets, bags, cameras, jewellery, clothing, courier items, digital devices, fragile goods, personal items used during filming, or any object brought into the operational environment. The Client agrees that damage, loss, theft, corrosion, misplacement, or malfunction of belongings is their responsibility.

26.6 The Client acknowledges that they bear full responsibility for **managing their own expectations**, including expectations regarding arrival times, pacing of service, style of creative output, drone capabilities, courier logistics, communication patterns, digital responsiveness, subscription benefits, or perceived premium standards. The Client agrees that unmet or misunderstood expectations cannot generate liability for the Company.

26.7 The Client agrees that they bear full responsibility for **the behaviour of any person accompanying them**, whether the individual is a friend, partner, colleague, acquaintance, minor, family member, social contact, or observer. The Client accepts that any harm, disruption, property damage, reputational impact, emotional disturbance, equipment interference, or operational complication caused by such individuals is legally imputed to the Client.

26.8 The Client acknowledges that all responsibilities associated with **truthful communication** rest entirely with them, including accurately reporting pickup addresses, providing correct courier item descriptions, disclosing relevant risks, conveying timing needs, clarifying creative expectations, and ensuring that operational instructions are understood. The Client agrees that omissions or inaccuracies in communication fall solely within their liability.

26.9 The Client agrees that they bear total responsibility for **complying with safety instructions**, including instructions regarding seatbelt use, drone distance, filming protocols, equipment boundaries, behavioural expectations, courier handling, environmental awareness, and media participation requirements. The Client acknowledges that refusal, delay or misunderstanding of these instructions falls entirely within their liability.

26.10 The Client acknowledges that they bear full responsibility for **their own legal compliance**, including compliance with alcohol laws, drug laws, courier item restrictions, drone flight regulations when in proximity to operations, and any requirement imposed by police, councils, or regulatory bodies. The Client agrees that any legal consequence arising from their conduct is solely their burden.

26.11 The Client agrees that responsibility for **digital presence** rests entirely with them, including social media activity, online commentary, messaging conduct, reactions to published content, and public interactions triggered by Company-generated media. The Client acknowledges that online engagement is voluntary and cannot be attributed to the Company.

26.12 The Client acknowledges complete responsibility for **time-sensitive commitments**, including flights, events, job interviews, medical appointments, or deadlines that depend upon punctuality. The Client agrees that they must plan conservatively and cannot attribute lateness or missed engagements to the Company.

26.13 The Client acknowledges that all responsibilities related to **self-management of risk tolerance** fall entirely upon them, including personal comfort with drone altitude, creative portrayal in media, speed of communication, environmental noise, lighting conditions, crowd presence, public filming spaces, and handling courier items with intrinsic fragility or sensitivity. The Client agrees that they must assess their willingness to participate before engaging services.

26.14 The Client acknowledges responsibility for **ensuring their own psychological readiness** for media-related engagements, especially for appearances in filmed environments, drone sequences, or stylised creative content. The Client agrees that participation constitutes acceptance of all aesthetic, social, and reputational risks.

26.15 The Client agrees that they alone are responsible for **maintaining digital security** on their own devices, including ensuring that phones, laptops, or accounts used to receive files or messages from the Company are protected from hacking, malware, phishing, or social engineering. The Client acknowledges that breaches originating from their devices fall within their liability.

26.16 The Client acknowledges that they bear exclusive responsibility for **monitoring their own belongings after service completion**, including ensuring that items are retrieved, courier deliveries are received, or personal devices are accounted for. The Client agrees that the Company bears no liability for items left behind or uncollected.

26.17 The Client acknowledges that responsibility for **the consequences of inaction**, such as failure to clarify requests, failure to secure fragile equipment, failure to communicate cancellations, or failure to confirm instructions, rests entirely with them. The Client agrees that passive behaviour can create risk and that such risk belongs to the Client.

26.18 The Client agrees that **all external variables**, including weather, traffic, drone flyability, filming constraints, courier route conditions, and third-party behaviour, fall outside the Company's responsibility. The Client accepts that external variables inherently produce uncertainty, and such uncertainty cannot create liability.

26.19 The Client acknowledges that any attempt to transfer responsibility, blame, duty, or obligation from the Client to the Company—except where mandated by law—is invalid, unenforceable, and contrary to the terms of this agreement.

26.20 This Section 26.0 forms **Part Four** of the liability limitation framework, further solidifying the strict allocation of all risk and responsibility to the Client across every domain of service involvement.

SECTION 27.0 – FINAL LIMITATION OF LIABILITY, COMPLETE SHIELD OF COMPANY EXPOSURE, INDEFINITE SURVIVAL OF LIMITATIONS & IRREVOCABLE BOUNDARY OF LEGAL RISK (PART 5 OF MULTI-SECTION LIABILITY LIMITATION FRAMEWORK — FINAL LAYER)

27.1 The Client acknowledges, understands and irrevocably agrees that this section constitutes the **final and absolute layer of the Company's liability protection structure**, designed to conclusively restrict, cap, narrow, minimise and neutralise any potential exposure, vulnerability, or legal risk that Transportation Me Pty Ltd might otherwise face. The Client agrees that the cumulative effect of Sections 23.0 through 27.0 creates a total and impenetrable liability shield which operates continuously, automatically and universally across all services, environments, communications and interactions involving the Company.

27.2 The Client acknowledges that **no circumstance, regardless of severity, emotional impact, subjective interpretation, dramatic presentation, digital amplification, or third-party commentary, may expand the Company's liability beyond the minimum non-excludable statutory threshold**. The Client agrees that the Company's exposure is permanently locked at the lowest objective level permissible by law, and that no subsequent conversation, apology, dispute, clarification, request, demand, reinterpretation, creative framing, or retrospective narrative can elevate the Company's responsibility beyond this predetermined limitation.

27.3 The Client agrees and acknowledges that **nothing done by the Company—whether interpreted as rude, abrupt, empathetic, friendly, humorous, inattentive, delayed, reactive, quiet, assertive, distracted, overly firm, insufficiently expressive, or emotionally neutral—creates an expansion of liability**. The Client accepts that human tone or emotional signalling has no legal relevance and cannot trigger additional obligations on behalf of the Company.

27.4 The Client acknowledges that the Company bears **no liability for how third parties respond** to their media participation, transportation experience, courier involvement, drone appearance, or digital presence. The Client expressly accepts that comments, reposts, public reactions, interpretations, or social media responses—including negative, mocking, critical or misinformed commentary—are not attributable to the Company and cannot create liability or remedy.

27.5 The Client acknowledges that **no legal theories arising under modern interpretations**, including hybrid negligence theories, emerging duty-of-care doctrines, data-based liability constructs, digital privacy argumentation, aesthetic misrepresentation theories, emotional injury frameworks, or evolving tort categories, may be asserted to bypass or weaken these limitations. The Client agrees that all such modernised or creative legal arguments are expressly excluded to the fullest extent permitted by law.

27.6 The Client agrees that the Company bears no liability for **loss of digital material**, including footage, photographs, audio, drone captures, metadata, timestamps, raw files, edited files, or communication logs, regardless of whether loss occurs through corruption, misplacement, device failure, software malfunction, environmental interruption, accidental deletion, or external system failure. The Client acknowledges that data instability is inherent to digital work and cannot generate liability.

27.7 The Client acknowledges that the Company bears no liability for **delayed delivery of creative material**, including delays caused by editing backlog, equipment servicing, environmental constraints, personal leave, operational emergencies, courier delays, or digital transfer issues. The Client accepts that timing is not guaranteed and cannot form the basis of a claim.

27.8 The Client agrees that the Company bears no liability for **physical residue**, including dust, sand, grass, pollen, moisture, or other environmental particles entering the vehicle or affecting the filming environment. The Client acknowledges that environmental conditions are unavoidable and non-compensable.

27.9 The Client agrees that the Company bears no liability for **drone positioning, hovering, altitude shifts, audio interference, battery behaviour, calibration drift, sensor anomalies, unexpected return-to-home triggers, or signal loss**, acknowledging these are inherent risks of aerial equipment that do not constitute actionable harm.

27.10 The Client acknowledges that **driver error not amounting to unlawful conduct**—including slight misjudgments, imperfect turns, short braking, slow acceleration, minor deviations or route changes—does not create liability. The Client accepts that perfect operation cannot be expected and cannot generate claims.

27.11 The Client agrees that **creative output is provided “as-is”**, and that personal dissatisfaction with mood, tone, storytelling, colouring, audio presence, character portrayal, or any aesthetic dimension does not expand liability, compel correction, or justify compensation.

27.12 The Client acknowledges that the Company bears no liability for **equipment behaviour influenced by temperature, humidity, wind, terrain, reflective surfaces, or signal congestion**, including visual distortions, audio imperfections, flicker, blur, or reduced clarity. The Client agrees that environmental unpredictability cannot generate liability.

27.13 The Client acknowledges that **no refund, credit, re-shoot, or re-performance** is available for dissatisfaction arising from subjective aesthetic preference, fatigue, emotional stress, or discomfort in the moment of service. The Client agrees that subjective experience is not grounds for remedy.

27.14 The Client agrees that no liability arises from **third-party misinterpretation** of events, including bystanders, neighbours, social media viewers, partner organisations, influencers, or any person connected indirectly or remotely to the Client’s experience.

27.15 The Client acknowledges that **no consequential damages**, including damages arising from missed employment, interpersonal conflicts, digital fallout, argument escalation, loss of reputation, or personal inconvenience, are recoverable under any circumstance.

27.16 The Client agrees that liability limitations survive and remain enforceable **after the conclusion of services**, after the termination of relationship, after lapsing of subscription, after digital deletion, after relocation of the Company, after technological upgrades, and even after changes in law unless such changes expressly prohibit these limitations.

27.17 The Client acknowledges that these limitations survive **insolvency, restructuring, sale of business, assignment of assets, transfer of brand identity, or operational rebranding**, meaning that liability remains restricted regardless of the Company’s corporate form.

27.18 The Client agrees that any attempt to challenge, reinterpret, dilute, or circumvent these liability limits—whether through legal creativity, emotional appeal, public escalation, regulatory involvement, or third-party pressure—constitutes a breach of this agreement and triggers indemnity obligations.

27.19 The Client acknowledges that nothing in this document should be interpreted as creating liability where none exists; liability may only be imposed as strictly mandated by non-excludable Australian consumer law, and even then, only to the smallest legally permissible extent.

27.20 This section completes the **entire multi-layer liability limitation framework**, providing final and absolute restriction of Company exposure.

SECTION 28.0 – ASSUMPTION OF RISK, VOLUNTARY ACCEPTANCE OF HAZARDS, ACKNOWLEDGEMENT OF INHERENT DANGERS & TRANSFER OF ALL OPERATIONAL RISK TO THE CLIENT (PART 1 OF MULTI-SECTION RISK ASSUMPTION FRAMEWORK)

28.1 The Client acknowledges, understands and irrevocably agrees that participation in any service provided by Transportation Me Pty Ltd inherently involves **risk, unpredictability, environmental variability, technical imperfection, human unpredictability, and operational hazards**, all of which the Client voluntarily accepts as conditions of service. The Client agrees that these risks cannot be eliminated, controlled, predicted or mitigated entirely by the Company, and therefore full responsibility for all risks—both known and unknown—is transferred to the Client.

28.2 The Client acknowledges that **transportation environments** contain unavoidable risks, including motion, braking forces, acceleration, cornering forces, changing road conditions, reduced traction, blind spots, uneven surfaces, natural vibrations, external hazards, sudden changes in traffic flow, and unpredictable behaviour by other road users. The Client accepts that these risks exist in every vehicle movement and that none of these factors create liability for the Company.

28.3 The Client accepts the risk of **physical injury**, including bumps, falls, slips, sprains, strains, bruises, dizziness, discomfort, or accidental contact with vehicle surfaces. The Client acknowledges that personal inattention, inappropriate footwear, medical conditions, intoxication, fatigue, or distraction greatly increase these risks and fall solely within their responsibility.

28.4 The Client acknowledges and accepts that **drone operations** inherently carry risk due to altitude, wind, battery, signal, visibility, proximity, electromagnetic interference, and the unpredictable behaviour of the environment. The Client agrees that drones may behave unexpectedly, and that participation in, proximity to, or observation of drone operations constitutes voluntary acceptance of all related risks.

28.5 The Client acknowledges that **media and filming environments** introduce psychological, reputational, and aesthetic risks, including the risk of appearing in footage unintentionally, the risk of making facial expressions or gestures later perceived unfavourably, the risk of background subjects influencing appearance, the risk of lighting distortion, and the risk of accidental audio capture. The Client voluntarily accepts all such risks and agrees that media exposure inherently involves unpredictability.

28.6 The Client acknowledges that **courier environments** involve risk of damage to transported goods due to movement, vibration, stacking, handling, temperature, packaging failures, road conditions, or the inherent fragility of the item. The Client accepts that courier risk is entirely assumed by them and that the Company does not insure, guarantee, or warrant item safety beyond minimal statutory obligations.

28.7 The Client agrees that they voluntarily accept the **risk of emotional or social consequences** arising from participation in filming, drone captures, or creative media production. This includes the risk that others may judge, interpret, comment on,

misunderstand, or critique the Client's appearance, behaviour, clothing, posture, voice, facial expressions, or representation in edited content.

28.8 The Client agrees that they voluntarily assume the **risk of timing-related outcomes**, including risk of arriving early, arriving late, encountering traffic, encountering delays, missing events, or experiencing unpredictable scheduling impacts. The Client accepts that time-related consequences cannot give rise to liability.

28.9 The Client acknowledges that **creative output risk** is inherent in all media services, including risk of dissatisfaction, unexpected stylistic choices, dramatic editing, humour-based cuts, thematic exaggeration, or artistic reinterpretation. The Client accepts that creative freedom cannot be restricted through hindsight or dissatisfaction.

28.10 The Client accepts the **risk of environmental conditions**, including heat, cold, rain, humidity, wind noise, glare, pollen, dust, smell, insects, wildlife, or structural conditions at filming or courier locations. The Client agrees that the Company cannot control environmental variability and is not liable for harm arising from natural conditions.

28.11 The Client acknowledges that **digital risk** is inherent in all file transfers and communications, including risk of delayed delivery, lost files, corrupted attachments, spam filtering, failed downloads, cloud outages, cyber interference caused by the Client's device, or errors caused by third-party platforms. The Client accepts that digital risk is fully theirs.

28.12 The Client acknowledges that **social risk** is inherent when being filmed or transported, including risk that bystanders observe them, recognise them, record them, misinterpret situations, or interact unpredictably. The Client accepts that social perception is outside Company control.

28.13 The Client accepts the risk of **personal discomfort**, including discomfort arising from discussion topics, behavioural corrections, safety instructions, operational decisions, creative direction, lighting setup, environmental noise, or group dynamics. The Client acknowledges that discomfort is not harm and does not create liability.

28.14 The Client acknowledges that participation in any Company service constitutes a **voluntary assumption of all inherent risks**, even those not specifically listed, described, anticipated, or foreseen. The Client agrees that broad acceptance of risk is necessary for service provision and that refusal to accept these risks nullifies the ability to engage Company services.

28.15 The Client acknowledges that assumption of risk applies **indefinitely**, covers all past, present and future engagements, and cannot be undone by later dissatisfaction, reinterpretation, emotional reaction, or evolving expectations.

28.16 This section forms **Part One** of the multi-layer assumption-of-risk framework, and subsequent sections will further expand and reinforce the permanent transfer of operational, environmental, creative, digital, physical and reputational risk to the Client.

SECTION 29.0 – EXPANDED ASSUMPTION OF CREATIVE, REPUTATIONAL, DIGITAL, PHYSICAL, ENVIRONMENTAL & SOCIAL RISK (PART 2 OF MULTI-SECTION RISK ASSUMPTION FRAMEWORK)

29.1 The Client acknowledges, understands and irrevocably agrees that participation in any media, filming, drone, transport, courier or digital service provided by Transportation Me Pty Ltd involves **creative risk**, meaning the risk that the Client may appear in a manner they did not anticipate, prefer, intend, envision, approve of, or feel comfortable with. The Client accepts that creative representation—whether flattering, neutral, humorous, intense, dramatic, stylised, hyper-realistic, mildly exaggerated, or interpreted differently by others—cannot be controlled and is not grounds for liability or remedy.

29.2 The Client acknowledges that creative risk includes the possibility that their likeness may appear in: wide-angle shots, distorted perspectives, low-light captures, grainy footage, audio picked up incidentally, reflections, shadows, silhouettes, drone flyovers, momentary background presence, or seconds of B-roll footage not originally intended to feature them. The Client voluntarily assumes this risk and agrees that such incidental appearance is inherent in media production.

29.3 The Client acknowledges that **reputational risk** naturally arises when participating in public movement, group transportation, or any form of filmed environment, including the risk that third parties may draw conclusions, speculate, gossip, discuss, or comment on the Client's appearance, behaviour, reactions, clothing, voice, posture, expressions, companions or environment. The Client agrees that reputation is shaped by public interpretation, not Company action, and that reputational risk is entirely theirs.

29.4 The Client agrees that reputational risk also includes the possibility of being seen entering, exiting or near the Company vehicle, being observed with individuals they may not want associated with publicly, or being recognised in drone footage. The Client acknowledges these risks and accepts full responsibility for any consequence arising from public perception.

29.5 The Client acknowledges that **digital risk** includes the possibility that digital files may be lost, corrupted, delayed, duplicated, misdirected, incorrectly attached, emailed late, uploaded incorrectly, or affected by third-party server outages, cloud failures, or device incompatibility. The Client accepts that the Company cannot guarantee digital perfection and that all digital risk is borne entirely by the Client.

29.6 The Client accepts the risk that digital communication—including SMS, email, Instagram messaging, booking systems, cloud storage links and automated notifications—may be delayed, filtered, lost, misunderstood, misread, autocorrected incorrectly, truncated, duplicated, or interpreted differently depending on device type or platform. The Client agrees that communication inconsistency is a natural digital risk they assume willingly.

29.7 The Client acknowledges that **environmental risk** is inherent in all external or semi-external filming and drone operations, including the risk of uneven surfaces, slippery ground, low lighting, unexpected wildlife, insects, wind gusts, airborne debris, noise pollution, low ceilings, reflective surfaces, traffic noise, public crowds, building interference or sudden changes in temperature. The Client agrees that environmental factors cannot be controlled by the Company and do not constitute malfunction or negligence.

29.8 The Client accepts the risk that **public environments** create uncontrollable variables, including unpredictable behaviour by pedestrians, aggressive bystanders, crowd formation, sudden noise, individuals intentionally interacting with the drone, strangers entering the filming frame, or nearby activity affecting aesthetic quality. The Client understands that public unpredictability cannot give rise to liability.

29.9 The Client acknowledges that **physical risk** includes the possibility of tripping on camera bags, lighting cords, uneven pavement, vehicle running boards, or natural obstacles during filming or courier handling. The Client agrees that their physical awareness is their responsibility and that physical incidents arising from inattention, haste, excitement, distraction or footwear choice fall solely within their risk acceptance.

29.10 The Client agrees that **operational risk** includes the risk that services may be delayed, rescheduled, altered, paused, cancelled or impacted by factors such as traffic, weather, drone battery limits, lighting viability, safety concerns, courier load, mechanical needs, equipment calibration, editing backlog or regulatory restrictions. The Client acknowledges that these operational realities do not entitle them to a remedy.

29.11 The Client acknowledges that **creative unpredictability** is a hallmark of media production, and includes the risk that the Client may appear differently than expected due to lens choice, lighting temperature, shutter speed, frame rate, drone angle, editing tone, colour grading, or narrative structure. The Client agrees that media unpredictability is not a defect but an inherent characteristic of creative work.

29.12 The Client accepts that **social interaction risk** includes the possibility of awkward exchanges, group disagreements, misunderstandings, misheard dialogue, blunt safety instructions, emotionally neutral staff responses, or differing personality styles. The Client agrees that social variability cannot generate liability or entitlement.

29.13 The Client acknowledges that **psychological risk** includes stress, self-consciousness, embarrassment, feeling rushed, overthinking one's appearance, interpreting staff instruction emotionally, or discomfort from being filmed or observed. The Client accepts that psychological responses are internally produced and cannot be attributed to the Company.

29.14 The Client agrees they assume the risk of **unexpected circumstances**, including cancelled drone launches, wind restrictions, CASA compliance issues, restricted airspace, uncooperative lighting, noisy environments, malfunctioning microphones, or footage appearing different from the Client's imagination.

29.15 The Client acknowledges that risk assumption applies even when the Client:
was unaware of the specific risk,
did not foresee the risk,
did not think the risk was relevant,
believed the Company should have alerted them,
expected a different outcome,
or later changed their mind about participating.
The Client agrees that risk assumption is unconditional and retroactive.

29.16 The Client agrees that risk assumption extends to **interactions with third parties**, including misunderstandings, arguments, confrontations, or unwanted attention that arise while participating in a service or while being filmed. The Company cannot and does not control third-party behaviour.

29.17 The Client acknowledges that **creative freedom risk** includes the risk that the Company may legally utilise creative discretion, parody-style editing, cinematic framing, humour-intended composition, or stylised portrayal, provided such output complies with Australian law. The Client accepts full responsibility for choosing to appear in creative contexts.

29.18 The Client agrees that participation in any Company service constitutes a **comprehensive, unconditional, voluntary acceptance of all risks**, whether physical, emotional, digital, creative, aesthetic, reputational, operational, environmental or conceptual.

29.19 The Client acknowledges that this section forms **Part Two** of the assumption-of-risk framework, and that subsequent sections will continue expanding the risk-transfer structure to ensure that all operational risk rests entirely with the Client.

SECTION 30.0 – FINAL EXPANSION OF DRONE, MEDIA, VEHICLE, COURIER, DIGITAL & PUBLIC INTERACTION RISK (PART 3 OF MULTI-SECTION ASSUMPTION OF RISK FRAMEWORK — FINAL RISK LAYER)

30.1 The Client acknowledges, understands and irrevocably agrees that this section constitutes the **final and most expansive layer** of the assumption-of-risk framework, and that participation in any service delivered by Transportation Me Pty Ltd—whether transport, courier, drone, filming, photography, digital content handling, subscription use, or incidental presence—represents full, unconditional, voluntary and permanent acceptance of **all risks**, including those not reasonably foreseeable, not commonly anticipated, not verbally explained, not explicitly listed and not yet discovered in contemporary risk literature. The Client agrees that by engaging with the Company, they adopt responsibility for every hazard inherent in the modern operational, digital, creative and public service environments.

30.2 The Client acknowledges that **drone-related risk** includes the risk of drones flying overhead, beside them, above moving vehicles, near buildings, over water, in areas with competing radio frequencies, near trees, in confined spaces, in open spaces subject to sudden gusts, within proximity of reflective surfaces, or in environments containing unpredictable air disturbances. The Client accepts the possibility of temporary loss of control, momentary instability, unexpected altitude shifts, automated safety triggers, forced landings, unplanned hovering, or automated return-to-home activation. The Client agrees these events do not indicate malfunction, negligence or actionable harm.

30.3 The Client understands and accepts that **drone filming risk** includes risk of being filmed at unflattering angles, being captured incidentally during repositioning, appearing in wide establishing shots, being visible in reflective surfaces, or being recorded at moments of inattention, fatigue, eating, adjusting clothing, checking a phone, conversing privately or reacting

emotionally. The Client acknowledges that drone footage captures naturally occurring human behaviour without intent to misrepresent.

30.4 The Client acknowledges that **vehicle risk** includes the inherent risks associated with motion, including rapid braking, quick acceleration, lane changes, merging, overtaking, uneven roads, potholes, vibration, suspension behaviour, noise, road camber, and movement caused by other drivers. The Client accepts that safe operation does not eliminate motion risk and that no claim may arise from normal vehicle dynamics.

30.5 The Client accepts that **vehicle seating risk** includes the risk that the Client may not sit comfortably due to height, weight distribution, medical issues, fatigue, clothing choice, footwear, seat position, or personal preference. The Client agrees that no expectation of ergonomic perfection exists and that seating discomfort is not compensable.

30.6 The Client acknowledges that **filming and photography risk** includes the risk that lighting may cast shadows, exaggerate features, highlight textures, create glare, or reveal details the Client would not normally emphasise. The Client accepts that creative lighting is unpredictable and cannot generate liability.

30.7 The Client accepts the risk that **lenses distort reality**, including distortion created by wide-angle lenses, telephoto compression, drone optics, motion blur, rolling shutter effects, slow shutter speeds, and low-light grain. The Client agrees that these effects are natural and cannot be interpreted as misrepresentation.

30.8 The Client acknowledges that **audio risk** includes incidental capture of background conversations, public noise, traffic, wind, crowd chatter, drone hum, reflections off nearby structures, and the Client's own unguarded statements. The Client accepts that incidental audio capture cannot form the basis of complaint.

30.9 The Client acknowledges that **public filming risk** includes the risk of bystanders walking into frame, looking directly at the camera, interacting with the Client, interfering with the scene, commenting audibly, behaving unpredictably, or creating background content that affects the mood or perception of the footage. The Client agrees that public unpredictability is not actionable.

30.10 The Client accepts the **risk of being recognised** by others due to being filmed, photographed, transported in a distinctive vehicle, tagged in content, appearing near drone activity, or being seen with Company branding. The Client acknowledges that recognition risk is self-assumed and not grounds for dispute.

30.11 The Client acknowledges that **courier risk** includes the risk that items may be impacted by vehicle motion, vibration, accidental shifting, stacking pressure, temperature fluctuations, or inherent structural weaknesses in the item or packaging. The Client agrees that courier participation implies voluntary acceptance of such risk.

30.12 The Client acknowledges that **courier delivery environments** may expose items to risk from dogs, weather, uneven driveways, stairs, gates, entry points, neighbours, building access rules, concierge staff, or bystanders. The Client accepts full responsibility for the consequences of courier delivery risks.

30.13 The Client accepts that **digital risk** includes file loss, accidental duplication, missing timestamps, corrupted metadata, failed cloud uploads, platform downtime, delayed file availability, mismatched colour space on export, audio desync, and behaviours arising from software incompatibility. The Client acknowledges that digital risk cannot be eliminated.

30.14 The Client acknowledges that **social risk** includes risk of being perceived differently by friends, family, partners, employers, colleagues, social circles, strangers, online viewers, or individuals who observe or interpret content. The Client accepts that social interpretation is outside the Company's control.

30.15 The Client accepts the **risk of emotional impact**, including discomfort from seeing themselves in media, stress from public attention, self-consciousness related to appearance, embarrassment over candid moments, frustration with creative portrayals, or anxiety about what others might think of them. The Client agrees that emotional impact does not constitute harm.

30.16 The Client acknowledges that **editing risk** includes risk of appearing briefly confused, distracted, amused, irritated, or expressive, and that context may be lost in creative cuts. The Client agrees that editing choices reflect artistic direction, not factual assertion.

30.17 The Client acknowledges that **group interaction risk** includes risk of others reacting unexpectedly, disagreeing, interrupting filming, causing delays, distracting the Client, photobombing footage, or influencing how others interpret the scene. The Client acknowledges that all group interactions are their responsibility.

30.18 The Client accepts that **weather-related risk** includes sudden rain affecting drone visibility, harsh sun creating shadows, wind affecting audio, cloud cover changing lighting, temperature affecting batteries, or condensation affecting lenses. The Client agrees that weather cannot generate liability under any condition.

30.19 The Client acknowledges that **equipment risk** includes risk of tripods tipping, lights flickering, cables shifting, wireless interference, drone calibration resetting, gimbals rebalancing unexpectedly, memory cards failing, or microphones crackling. The Client agrees that equipment cannot be perfect and that risk is inherent.

30.20 The Client acknowledges that **public perception risk** includes risk that onlookers may misunderstand scenes, assume the Client is a performer, assume involvement in a production, misinterpret tone, or attach meaning to the Client's presence. The Client accepts that interpretation belongs to the public, not the Company.

30.21 The Client acknowledges that **personal belongings risk** includes risk that the Client drops items while being filmed, mishandles objects during courier loading, leaves items in the vehicle, places items in unstable positions, or forgets possessions at filming locations. The Client accepts all responsibility for their belongings.

30.22 The Client agrees that **all risks—physical, emotional, reputational, aesthetic, digital, creative, operational, environmental, interpersonal, and public—are voluntarily assumed** as a condition of accessing any service provided by the Company.

30.23 The Client acknowledges that this section forms the **final and concluding layer** of the assumption-of-risk framework, completing the risk-transfer system whereby **100% of all risk associated with Company services is voluntarily accepted by the Client**.

SECTION 31.0 – CLIENT WARRANTIES, ONGOING REPRESENTATIONS, AFFIRMATIONS OF TRUTH, AND CONTINUOUS DUTY OF DISCLOSURE

31.1 The Client acknowledges, understands and irrevocably agrees that by engaging with Transportation Me Pty Ltd, they make a series of **permanent, continuous, and binding warranties** regarding their identity, behaviour, intentions, capabilities, disclosures, communications and lawful status. These warranties operate throughout the entire duration of their interaction with the Company—before, during and after services—and survive any dispute, termination, cancellation, subscription lapse, account closure or cessation of communication. The Client accepts that breaching any warranty automatically triggers indemnity obligations and removes any possibility of liability attaching to the Company.

31.2 The Client warrants that all information they provide—whether in writing, verbally, digitally, through gestures, through silence implying affirmation, or through conduct implying acceptance—is **true, correct, accurate, up-to-date, complete, and not misleading by omission**. The Client agrees that incomplete truths, half-statements, withheld information, or selective framing constitute misrepresentation and fall fully within their liability.

31.3 The Client warrants that they have **full legal capacity** to enter into agreements, request services, approve media participation, submit courier items, authorise filming, and accept risk. The Client agrees that the Company has no duty to investigate or confirm their legal capacity; any deficiency is the Client's own responsibility.

31.4 The Client warrants that all persons accompanying them—whether voluntarily, involuntarily, casually, socially, emotionally or incidentally—are physically and mentally capable of safely participating in the environment. The Client acknowledges that the Company is not required to assess or verify the readiness, age, sobriety, condition, temperament, attitude or behavioural tendencies of any accompanying individual.

31.5 The Client warrants that they will **immediately disclose** any information which is material to safety, legality, courier handling, creative output, drone operation, route selection, or service viability. The Client agrees that failure to disclose such information—whether intentional, accidental or the result of discomfort—creates full liability.

31.6 The Client warrants that all courier items provided to the Company are **legal, safe, permissible for transport, truthfully described, packaged appropriately, and free from hazardous characteristics**. The Client acknowledges that misrepresentation of a courier item's nature, fragility, temperature sensitivity, weight, legality, or structural condition constitutes a breach of warranty.

31.7 The Client warrants that they will comply fully with all **safety instructions**, including instructions relating to drone proximity, vehicle entry and exit, seatbelt use, equipment boundaries, filming positions, lighting arrangements, courier handover protocol, and behavioural requirements. The Client accepts full responsibility for any consequence resulting from non-compliance.

31.8 The Client warrants that they will not provide any **false, exaggerated, emotionally-influenced, or manipulative statements** to authorities, banks, payment processors, third parties, online audiences, social media platforms, regulators, or courts in relation to the Company. The Client acknowledges that making or repeating inaccurate allegations constitutes a breach of warranty and triggers indemnity.

31.9 The Client warrants that they understand **English sufficiently** to comprehend this disclaimer, or that if they do not, they have undertaken adequate steps—such as translation, explanation or legal advice—to ensure comprehension. The Client agrees that misunderstanding does not invalidate their obligations.

31.10 The Client warrants that they will not rely on **assumptions**, including assumptions of industry norms, assumptions of kindness, assumptions of customer service obligations, assumptions of empathy, assumptions of implied guarantees, assumptions of courtesy adjustments, or assumptions about Company hierarchy.

31.11 The Client warrants that they will not rely on **timing estimates**, GPS predictions, drone capabilities, verbal approximations, media representation samples, or social media depictions as guarantees. The Client agrees that expectations based on assumption or imagination do not bind the Company.

31.12 The Client warrants that all digital accounts, emails, phones, devices and communication channels they use to receive Company messages or files are **secure, accessible, operational, and under their personal control**. The Client agrees that failures arising from lost passwords, broken devices, locked accounts, spam filters or communication errors fall within their responsibility.

31.13 The Client warrants that they will not behave in a manner that is threatening, abusive, aggressive, manipulative, confrontational, intimidating, disruptive, dishonest, misleading, antagonistic or emotionally destabilising toward Company personnel, other clients or bystanders. The Client acknowledges that breach of this behavioural warranty immediately voids any expectation of remedy or accommodation.

31.14 The Client warrants that they will not use the Company, its vehicle, its staff, its courier services or its filming environments to facilitate any **illegal, unethical, dangerous or deceptive purpose**, including but not limited to transporting prohibited

goods, evading obligations, misleading third parties, creating false impressions, staging misinformation, filming unlawful content, or attempting to conceal wrongdoing.

31.15 The Client warrants that they are not engaging the Company while under conditions that impair judgement—such as intoxication, extreme fatigue, medical emergency, emotional instability, aggressive mental state, or impaired situational awareness—unless they fully accept all consequences arising from such impairment.

31.16 The Client warrants that they will not misrepresent their emotional state, physical condition, personal limitations or safety needs to the Company. The Client acknowledges that underreporting or concealing such factors transfers all resulting liability to them.

31.17 The Client warrants that they will not attempt to persuade, pressure, manipulate, incentivise, coerce, encourage or request Company personnel to engage in any **unsafe, unlawful, unethical, creatively compromising or operationally prohibited** conduct. The Client agrees that attempts to influence such behaviour constitute breach of warranty.

31.18 The Client warrants that all payments made to the Company—including subscription fees, booking payments, courier fees, media fees and additional surcharges—are made with lawful funds and are not part of any fraudulent, deceptive or disputed activity. The Client agrees that fraudulent payment behaviour constitutes a direct breach of warranty.

31.19 The Client warrants that they will not misuse or misinterpret any references to the service as “encrypted” or “secure” as **guarantees**, and acknowledges these are **marketing descriptors**, not assurances of impenetrable digital privacy. The Client accepts that this warranty prevents them from alleging reliance on such statements.

31.20 The Client warrants that participation in any Company service represents **full comprehension, full agreement and full voluntary acceptance** of all risks, waivers, indemnities, disclaimers, limitations and conditions outlined in this document.

31.21 The Client acknowledges that breach of any warranty—whether intentional, negligent, emotional, impulsive, or inadvertent—constitutes immediate, full and irrevocable transfer of all consequences to the Client and triggers all indemnity obligations without exception.

31.22 This section forms **Part One** of the Client Warranty and Representation Framework. Subsequent sections will expand, refine and reinforce the Client’s permanent legal promises to the Company.

SECTION 32.0 – CLIENT WARRANTIES REGARDING CONDUCT, BEHAVIOUR, COMMUNICATION, PARTICIPATION & ONGOING REPRESENTATIONS DURING SERVICE ENGAGEMENT (PART 2 OF CLIENT WARRANTY FRAMEWORK)

32.1 The Client acknowledges, understands and irrevocably agrees that from the moment they initiate contact with Transportation Me Pty Ltd—whether through message, phone call, email, social media, booking form, in-person interaction or third-party introduction—they enter into a continuous behavioural warranty that governs every action, statement, movement, decision, gesture, omission, tone, reaction and communicative expression made during the course of engaging services. The Client accepts that their behaviour directly influences operational safety, creative workflow, and environmental stability, and therefore warrants that their conduct will remain appropriate, lawful, respectful, predictable and non-disruptive at all times.

32.2 The Client warrants that they will maintain **clear, truthful and non-contradictory communication** with the Company. This includes communication regarding pickup locations, timing requirements, courier item descriptions, filming intentions, aesthetic preferences, media boundaries, drone proximity comfort, safety concerns, address accuracy, payment clarity, and any other operationally relevant information. The Client accepts full responsibility for consequences arising from unclear, delayed, ambiguous, emotionally charged, evasive, misleading or incomplete communication.

32.3 The Client warrants that they will **follow all reasonable instructions** issued by the Company, including instructions relating to vehicle entry, courier handover, camera placement, drone safety zones, filming positions, behavioural expectations, and environmental movement. The Client acknowledges that failure to follow instructions, or choosing to interpret them loosely or selectively, constitutes breach of warranty.

32.4 The Client warrants that they will **behave respectfully** toward Company personnel, other passengers, bystanders, property owners, courier recipients, building staff and members of the public during all service interactions. This includes a warranty against hostility, sarcasm, passive aggression, emotional volatility, threats, manipulation, intimidation, coercion, condescension, harassment, raised voices, physical aggression, disrespectful gestures, or undermining staff authority. The Client accepts full responsibility for consequences arising from breach of this behavioural warranty.

32.5 The Client warrants that they will not behave in a way that **artificially escalates or fabricates conflict**, including exaggerating issues, misrepresenting events, provoking disputes, weaponising emotional reactions, or attempting to manipulate footage or interactions for leverage. The Client acknowledges that any attempt to engineer conflict constitutes breach of warranty and triggers indemnity.

32.6 The Client warrants that they will not engage in any form of **deceptive conduct**, including providing false information about identity, circumstances, courier contents, media intentions, legal obligations, emotional state, or safety considerations. The Client accepts that deceptive behaviour eliminates any expectation of liability on the Company’s part.

32.7 The Client warrants that they will not attempt to **interfere with equipment**, including but not limited to cameras, drones, stabilisers, lenses, lighting, microphones, cables, mounts, tripods, storage devices, courier bins, vehicle controls or electronic systems. The Client acknowledges that touching, adjusting, moving or obstructing equipment violates this warranty and shifts full responsibility for resulting damage or disruption.

32.8 The Client warrants that they will not request or pressure Company personnel to engage in **illegal, unsafe, prohibited or operationally unreasonable behaviour**, including unsafe driving, trespassing, restricted drone flight, unlawful courier transport, privacy violations, entry into unsuitable areas, or performing creative actions in risk-heavy environments. The Client acknowledges such requests are void and constitute breach.

32.9 The Client warrants that they will not engage in **behaviour that causes environmental instability**, including excessive movement in the vehicle, leaning into equipment, blocking airflow to drones, entering danger zones during filming, creating sudden noise spikes, or moving unpredictably during dynamically sensitive processes. The Client agrees that failure to self-regulate constitutes breach.

32.10 The Client warrants that they will **not behave disruptively** in ways that interfere with other passengers, including excessive talking, aggressive conversation, disputing instructions, creating tension, acting erratically, or instigating arguments. The Client acknowledges that group disruption triggers indemnity obligations.

32.11 The Client warrants that they will not create or amplify **unsafe emotional atmospheres**, including attempts to provoke staff emotionally, question authority aggressively, challenge safety decisions confrontationally, or escalate disagreements into dramatic or confrontational formats. The Client agrees that such atmospheres undermine service stability and fall within their liability.

32.12 The Client warrants that they will ensure their **companions behave appropriately**, and that all persons brought into the service environment comply with behavioural expectations. The Client accepts that companions' misbehaviour—including intoxication, aggression, equipment tampering, or discourtesy—constitutes breach attributable to the Client.

32.13 The Client warrants that they will not **record Company personnel secretly**, including audio, video or screenshots intended to distort context, manipulate timelines, misrepresent statements, or create deceptive narratives for third-party dissemination. The Client accepts that covert recording is a serious breach triggering indemnity and potential legal action.

32.14 The Client warrants that they will **manage their own emotional tone**, including moderating reactions, reducing hostility, recognising stress triggers, clarifying misunderstandings calmly, and avoiding escalation. The Client acknowledges that emotional dysregulation creates operational risk and constitutes breach.

32.15 The Client warrants that they will **not misinterpret Company statements intentionally**, nor weaponise ambiguity, tone, humour, safety reminders or creative suggestions as grounds for complaint. The Client accepts full responsibility for reasonable interpretation.

32.16 The Client warrants that all **payment methods used are legitimate**, authorised, non-fraudulent, not subject to chargeback misuse, and not intended to manipulate financial systems or dispute pathways. Breach triggers full indemnity and cost recovery.

32.17 The Client warrants that they will **not encourage third parties** to contact the Company aggressively, write hostile reviews, threaten legal action, publicly shame staff, or create online hostility. The Client acknowledges that third-party escalation is attributable to them.

32.18 The Client warrants that they will **respect Company boundaries**, including privacy boundaries, operational boundaries, creative boundaries and personal boundaries. Boundary violation constitutes breach of warranty.

32.19 The Client warrants that they will **disclose any sensitivities** that may impact service, including phobias, medical restrictions, disability considerations, legal constraints, emotional triggers or drone-related anxieties. The Client agrees that failure to disclose material sensitivities places all responsibility upon them.

32.20 The Client warrants that they will **behave predictably**, meaning they will avoid sudden emotional flips, erratic behaviour, unexplained silence in crucial communication windows, spontaneous cancellation demands, impulsive instructions, or contradictory directions. The Client acknowledges that unpredictability creates risk.

32.21 The Client warrants that they will not use Company interactions to **create social leverage**, manipulate personal disputes, create social-media narratives, elicit sympathy-driven conflict, or produce misleading portrayals for online entertainment.

32.22 The Client warrants that they will **accept operational decisions** without argument, including decisions regarding safety, timing, drone feasibility, creative framing, courier handling, and filming continuation. Challenging these decisions constitutes breach.

32.23 The Client warrants that they will not attempt to **shift blame**, including attributing personal discomfort, emotional reactions, social embarrassment, creative dissatisfaction, weather disruption, courier breakage, drone limitation or timing impact to the Company. Attempted blame-shifting is breach.

32.24 The Client warrants that they will behave **coherently and responsibly** throughout the service, acknowledging that all conduct—whether impulsive or considered—remains their responsibility.

32.25 This section forms **Part Two** of the Client Warranty and Representation Framework. Subsequent sections will address warranties relating to *legality, compliance, subscription conduct, digital ethics, and post-service representations*.

SECTION 33.0 – CLIENT WARRANTIES REGARDING LEGAL COMPLIANCE, HONESTY, TRANSPARENCY, SUBSCRIPTION CONDUCT, DIGITAL ETHICS & POST-SERVICE RESPONSIBILITIES (PART 3 OF CLIENT WARRANTY FRAMEWORK)

33.1 The Client acknowledges, understands and irrevocably agrees that they owe a continuing warranty of **full legal compliance** when engaging with any service of Transportation Me Pty Ltd. This includes compliance with transport laws, privacy regulations, Australian consumer law, courier regulations, CASA drone regulations, public filming laws, property access rules, and any other statute that intersects with Company operations. The Client accepts that ignorance of the law, misunderstanding of the law, emotional distraction, or assumption of permissibility does not nullify this warranty.

33.2 The Client warrants that they will not request, encourage, pressure, manipulate, incentivise or indirectly cause the Company to violate **any law**, including driving laws, parking laws, drone altitude restrictions, restricted airspace boundaries,

media location permissions, courier handling regulations, or obligations relating to privacy and public conduct. The Client acknowledges that any request—even made jokingly, emotionally, sarcastically or impulsively—constitutes breach of this warranty.

33.3 The Client warrants that they will comply with **truthfulness obligations** at all times, including during booking, filming, courier description, communication, subscription enrolment, invoice acknowledgment, payment processes, dispute resolution or public commentary. The Client acknowledges that dishonesty in any form—including exaggeration, selective omission, skewed narrative framing, or emotional manipulation—constitutes breach and triggers indemnity.

33.4 The Client warrants that they will be **transparent about all relevant circumstances**, including emotional state, physical limitations, courier concerns, legal constraints, drone anxieties, filming discomfort, safety needs, behavioural triggers, or the presence of volatile third parties. The Client acknowledges that concealing relevant factors or failing to volunteer essential information imposes all resulting consequences upon them.

33.5 The Client warrants that they will not misuse, exploit or manipulate the Company's **subscription system**, including: signing up under false identities, using multiple accounts to bypass membership rules, attempting to pause, reverse or evade minimum term obligations, initiating chargebacks to disrupt subscription continuity, misrepresenting membership tier eligibility, or falsifying account information. The Client agrees that subscription abuse constitutes fraud-like behaviour and triggers immediate contractual consequences.

33.6 The Client warrants that they will comply with all **subscription terms**, including minimum 12-month commitments, automatic renewals, payment obligations, fee schedules, non-compliance charges, update responsibilities, communication requirements, and conditions relating to member benefits. The Client acknowledges that misunderstanding subscription terms does not void them.

33.7 The Client warrants that they will not engage in **subscription manipulation**, such as claiming non-receipt of benefits, alleging non-existent promises, exaggerating delays, feigning confusion, or using emotional appeals to renegotiate fixed contractual terms. The Client accepts that membership rules apply uniformly and cannot be bent to subjective preference.

33.8 The Client warrants that all **billing information** they provide is correct, authorised, legitimate and belongs to them or is used with full and lawful permission. The Client acknowledges that fraudulent or disputed billing constitutes breach.

33.9 The Client warrants that they will not attempt to **misuse chargebacks** or initiate financial disputes against the Company for reasons relating to dissatisfaction, emotion, misunderstanding, impatience, creative disagreement, failed expectations or subjective preferences. The Client acknowledges that chargebacks are only valid for unauthorised transactions—not legitimate services rendered.

33.10 The Client warrants that they will not create, publish, threaten, solicit or encourage any form of **defamatory content**, including negative reviews based on exaggeration, public posts misrepresenting events, ambiguous insinuations implying wrongdoing, emotionally charged storytelling designed to damage reputation, or coordinated group hostility. The Client agrees that all such behaviour constitutes breach and triggers indemnity.

33.11 The Client warrants they will not engage in **digital misconduct**, including hacking attempts, phishing, password guessing, account impersonation, scraping content, misusing Company photos, altering media to distort meaning, or circulating content intended to embarrass, defame or mislead others about the Company.

33.12 The Client warrants that after receiving services, they will uphold **post-service responsibilities**, including retrieving belongings, confirming courier delivery status, clarifying outstanding questions, paying outstanding balances, updating subscription details if required, and communicating responsibly if concerns arise. The Client acknowledges that post-service neglect constitutes breach.

33.13 The Client warrants that they will not attempt to reinterpret their experience **retroactively** to create allegations, escalate disputes, or alter the factual record. The Client agrees that memories influenced by stress, anger, emotional reflection, or time distortion cannot supersede objective conduct.

33.14 The Client warrants that they will not contact Company personnel outside reasonable communication channels for purposes of confrontation, emotional escalation, aggressive questioning, personal commentary, revenge, manipulation, intimidation or retaliatory behaviour. The Client acknowledges that inappropriate post-service contact constitutes breach.

33.15 The Client warrants that they will not attempt to **weaponise social media**, including threatening to post negative content, threatening to expose private conversations, threatening to publicly shame staff, threatening to trigger review bombing, or suggesting they will damage the business unless given concessions. The Client agrees that such conduct is abusive and triggers indemnity.

33.16 The Client warrants that they will not solicit friends, partners, family members, online acquaintances, social groups, or anonymous participants to **amplify complaints**, leave coordinated reviews, generate online hostility, or escalate issues on their behalf. The Client accepts full responsibility for any third-party hostility they initiate.

33.17 The Client warrants that they will not mischaracterise service conditions, including pretending ignorance of disclaimers, overstating inconvenience, claiming errors not present, misrepresenting timing, alleging promises never made, or describing situations in misleading language intended to provoke sympathy or outrage from others.

33.18 The Client warrants they will not use Company content—whether images, footage, drone captures, editing drafts or behind-the-scenes material—to create **false narratives, manufactured controversies or deceptive stories** portraying the Company unfairly.

33.19 The Client warrants they will not make claims of **privacy breach** arising from incidental footage, ambient audio capture, drone-wide establishing shots or public filming conditions, acknowledging that such content is lawful and expected.

33.20 The Client warrants they will not claim **reputational harm** caused by their own behaviour, appearance, clothing, facial expressions, companions, emotional moments, social interactions or personal decisions captured incidentally.

33.21 The Client warrants that they will not demand removal of content, editing changes or narrative adjustments based on post-service regret, emotional discomfort, vanity-related concerns or personal dissatisfaction unless required by law or agreed in writing.

33.22 The Client warrants that they will not **reverse responsibilities** by attempting to assign to the Company obligations that belong to them, including responsibility for belongings, behaviour, expectations, decisions, emotional reactions, legal compliance, or companion conduct.

33.23 The Client warrants that they will engage in all post-service correspondence **calmly, rationally, respectfully** and without hostility, manipulation or misrepresentation, and acknowledges that emotional escalation constitutes breach.

33.24 This section forms **Part Three** of the Client Warranty and Representation Framework. Subsequent sections will finalise the warranty architecture by addressing *post-service truthfulness, continuing accuracy of statements, non-retraction of commitments, and ongoing legal obligations*.

SECTION 34.0 – POST-SERVICE WARRANTIES, PUBLIC STATEMENT OBLIGATIONS, CONTINUING ACCURACY DUTY, NON-RETRACTION OF AGREEMENTS & ONGOING LEGAL RESPONSIBILITY (PART 4 OF CLIENT WARRANTY FRAMEWORK — FINAL WARRANTY LAYER)

34.1 The Client acknowledges, understands and irrevocably agrees that their responsibilities, representations and warranties do **not end when the service ends**, nor when they exit the vehicle, receive courier delivery, obtain media content, or complete communication. Instead, the Client's obligations continue **indefinitely** and apply to all future statements, behaviours, publications, disputes, emotional interpretations, online activity, legal interactions and commentary relating directly or indirectly to their experience with Transportation Me Pty Ltd. The Client accepts that this continuing obligation ensures long-term protection for the Company and prevents retrospective distortion, escalation or misrepresentation of events.

34.2 The Client warrants that any **post-service statements** they make—whether public or private, digital or verbal, emotional or deliberate, spontaneous or pre-planned—will be **truthful, accurate, balanced, non-misleading, non-exaggerated and consistent** with reality as it occurred. The Client agrees that they may not alter the factual record, embellish details, reinterpret interactions emotionally, adjust events for dramatic effect, or present subjective feelings as objective truth.

34.3 The Client acknowledges that **post-service emotional reinterpretation**—including anger arising later, embarrassment after seeing footage, dissatisfaction after discussing the experience with others, or regret triggered by social comparison—does not permit them to change or withdraw their earlier acceptance of terms, representations or warranties. The Client agrees that emotional hindsight cannot alter contractual obligations.

34.4 The Client warrants that they will not engage in **retrospective re-framing**, meaning they will not reinterpret events days, weeks, months or years later in a way that portrays the Company negatively, inaccurately, unfavourably or dishonestly. The Client accepts that reinterpretation is a psychological phenomenon and not a basis for dispute.

34.5 The Client warrants that they will **not repudiate or retract any commitments** made before, during or after the service. This includes promises regarding behaviour, payment, compliance, indemnity, warranties, risk assumption, and acknowledgement of terms. The Client acknowledges that no later regret, discomfort or dissatisfaction grants them the right to revoke obligations.

34.6 The Client agrees that they will not create, publish or distribute **post-service narratives**—including TikTok videos, Instagram stories, group chats, written posts, reviews, DMs, emails, audio recordings, reaction videos, edited clips, memes or commentary—that misrepresent, distort, omit critical context from, exaggerate or misleadingly reinterpret any aspect of their interaction with the Company.

34.7 The Client warrants that if they choose to speak publicly about their experience, they will do so in a manner that is **factually accurate, contextually complete, non-defamatory, non-sensationalised, proportionate, and reflective of their own behaviour and responsibilities**, not solely the Company's.

34.8 The Client acknowledges that ongoing obligations include **continuing truthfulness**. If they discover that an earlier statement they made about the Company was inaccurate, exaggerated, incomplete or misunderstood, the Client warrants that they will correct the record promptly and fully, regardless of whether the inaccuracy benefits or harms them socially.

34.9 The Client agrees that they will not allow **third-party misunderstandings** to persist if those misunderstandings unfairly portray the Company. If friends, family, colleagues, online followers or strangers misinterpret events based on the Client's statements, omissions or emotional reactions, the Client warrants that they will correct such misunderstandings rather than allow them to escalate into reputational harm.

34.10 The Client warrants that they will not **weaponise hindsight**, meaning they will not reinterpret ordinary service occurrences as problematic simply because later emotion, external influence or social conversation made the event feel different than it did at the time. The Client agrees that hindsight bias cannot form the basis of a claim.

34.11 The Client acknowledges and warrants that they will not tamper with, re-edit, selectively crop, mute, slow down, zoom in, alter, repurpose or isolate Company-created media in ways that distort the truth or create a misleading impression. The Client accepts that any attempt to repurpose content for defamatory or manipulative purposes constitutes breach.

34.12 The Client warrants that they will not selectively publish **out-of-context screenshots** of messages, videos, or footage that portray Company personnel's tone or communication in a distorted or unfair manner. The Client agrees that context is crucial and that misrepresentation constitutes breach and triggers indemnity.

34.13 The Client warrants that they will comply with **ongoing legal obligations**, including obligations related to payment of outstanding balances, subscription renewals, damage charges, non-compliance fees, indemnity responsibilities, and any obligations triggered automatically by their breach of earlier warranties or behavioural directives.

34.14 The Client warrants that they will not **evade or obstruct** their responsibilities by deleting accounts, changing phone numbers, blocking communication channels, abandoning email addresses, refusing to respond, attempting to disappear digitally, or otherwise avoiding post-service obligations. The Client acknowledges that avoidance constitutes breach.

34.15 The Client agrees that they will not misrepresent themselves as having been **mistreated, neglected, ignored, discriminated against, endangered, disrespected or emotionally harmed** unless such claims are objectively demonstrable and grounded in lawful standards—not based on feeling, embarrassment, ego, insecurity, emotional volatility or subjective discomfort.

34.16 The Client warrants that they will not manufacture or exaggerate **post-service complaints** for the purpose of gaining leverage, sympathy, social reward, public attention, free re-shoots, refunds, discounts, reputational validation or retaliation for perceived slights.

34.17 The Client acknowledges that their warranties extend to **future audiences**, meaning they may not misrepresent events in future conversations, new relationships, different social circles, workplace discussions or digital communities. The Client accepts that the passing of time does not grant permission to distort facts.

34.18 The Client warrants that they will not **reverse blame** post-service by attributing to the Company consequences that arose from the Client's own decisions, personality traits, behaviour, companions, assumptions, expectations or risk-taking tendencies.

34.19 The Client acknowledges that **post-service deception**, including lying about events, falsifying claims, altering screenshots, manipulating timestamps, fabricating allegations or spreading gossip, constitutes a serious breach of warranty and triggers all applicable indemnity obligations.

34.20 The Client warrants that any **feedback** they provide—whether positive, neutral or negative—will be calm, factual, proportionate, non-hostile and free from emotional manipulation. The Client agrees that hostility disguised as feedback constitutes breach.

34.21 The Client agrees that they will not **create or support narratives** that question the Company's professionalism, safety, ethics or conduct unless such claims are proven by objective evidence, not assumptions or feelings.

34.22 The Client warrants that they will **not withdraw or retract prior acknowledgements**, including acknowledgement of risks, waivers, indemnities, behavioural rules, disclaimers, payment obligations or creative freedoms. The Client acknowledges that prior acceptance remains binding regardless of later regret.

34.23 The Client acknowledges that this section forms the **final layer** of the Client Warranty Framework, completing the system of legally binding representations that ensure the Client's honesty, responsibility, behavioural integrity and compliance before, during and long after service completion.

SECTION 35.0 – SERVICE CONDITIONS, OPERATIONAL RULES, SAFETY PROTOCOLS, PARTICIPATION REQUIREMENTS & NON-NEGOTIABLE CLIENT OBLIGATIONS (PART 1 OF SERVICE CONDITIONS FRAMEWORK)

35.1 The Client acknowledges, understands and irrevocably agrees that all services provided by Transportation Me Pty Ltd—whether transportation, courier, drone, filming, photography, subscription, or mixed-format engagements—operate under a strict, comprehensive and non-negotiable set of service conditions. These conditions apply universally and automatically to every booking, interaction, communication, handover, content capture, drone activity, digital exchange or post-service correspondence. The Client agrees that compliance with all service conditions is a prerequisite to participation and that failure to comply constitutes immediate breach, termination rights for the Company, and activation of indemnity obligations.

35.2 The Client acknowledges that service conditions exist to protect the safety of the Client, the safety of staff, the integrity of equipment, the predictability of operational workflow, the reliability of courier handling, the legality of drone operations, and the creative viability of filming environments. The Client accepts that these rules must be followed even when inconvenient, unexpected, emotionally frustrating, or contrary to personal preference.

35.3 The Client agrees that all **pickup, drop-off and location instructions** must be precise, accurate and updated promptly if circumstances change. The Client acknowledges that inaccurate or vague location instructions cause delays, safety risks and operational strain, and accepts full responsibility for consequences arising from unclear or incorrect location information.

35.4 The Client acknowledges that **timing windows** are approximate due to variables outside the Company's control, including traffic, weather, roadworks, mechanical conditions, courier routes, drone restrictions, lighting needs or public events. The Client agrees that timing variability is inherent and does not constitute grounds for complaint, dispute or compensation.

35.5 The Client agrees that all **behaviour within the vehicle**—including tone, conversation, movement, handling of belongings, and interactions with companions—must be controlled, respectful, stable and predictable. Sudden movement, loud outbursts, unsafe leaning, interference with equipment, or emotionally volatile behaviour violates service conditions.

35.6 The Client acknowledges that **seatbelts must be worn at all times**, regardless of distance, speed, time of day or personal beliefs. The Client assumes full liability for non-compliance and agrees that the Company bears no responsibility for injury or legal penalty resulting from seatbelt refusal.

35.7 The Client agrees not to interfere with or touch **vehicle controls**, including but not limited to locks, windows, climate control, infotainment systems, camera mounts, lights, sensors, adjustment buttons, or any operational system. The Client accepts responsibility for damage or disruption caused by interference.

35.8 The Client acknowledges that **courier items** must be fully described, legally permissible, safely packaged, non-hazardous, structurally sound and appropriate for vehicle transport. The Client agrees that undeclared fragility, hidden substances, temperature-sensitive contents, perishable goods, illegal goods, or misrepresented items violate service conditions and transfer full liability to the Client.

35.9 The Client agrees that **media services** require compliance with creative instruction, safety positioning, environmental awareness, predictable movement, and respect for filming boundaries. The Client acknowledges that unpredictable behaviour disrupts creative workflow and may require cancellation or modification of service without refund.

35.10 The Client acknowledges that **drone operations** require strict adherence to safety zones, altitude restrictions, positional instructions, no-interference rules, distance maintenance and environmental respect. The Client agrees that drones cannot be flown when the Company determines conditions are unsafe, even if the Client disagrees.

35.11 The Client acknowledges that **drone service conditions** supersede personal preference and that CASA compliance, weather patterns, airspace limitations, public density, and environmental unpredictability govern drone usage. The Client agrees that drone services may be paused, altered or cancelled without refund if safety requires it.

35.12 The Client agrees that **intoxication, drug influence, medical instability, or emotional volatility** may result in service refusal, termination or modification at the Company's discretion. The Client acknowledges that such conditions elevate operational risk and cannot be accommodated.

35.13 The Client acknowledges that **filming environments** require silence, controlled movement, predictable behaviour, and respect for creative and safety boundaries. The Client agrees not to interrupt takes, obstruct equipment, speak over recording, or move unpredictably while cameras or drones are active.

35.14 The Client agrees that **personal belongings** must be stored securely and not placed in unsafe, unstable or intrusive locations. The Client assumes responsibility for any belonging damaged, lost or causing disruption during service.

35.15 The Client acknowledges that **lighting, heat, sound, weather, glare or crowd conditions** may cause discomfort during filming or drone sequences. The Client agrees that discomfort is inherent and not actionable.

35.16 The Client agrees to comply with **all lawful instructions** issued by the Company, including instructions related to safety, creative positioning, courier protocol, drone distance, vehicle entry, behavioural moderation and environmental awareness.

35.17 The Client acknowledges that **failure to follow instructions** is a breach of service conditions and voids any expectation of remedy or complaint, transferring all consequences to the Client.

35.18 The Client agrees not to bring persons into the service environment who are **hostile, unstable, intoxicated, unsafe or unpredictable**. The Client acknowledges that any such individual constitutes a breach of service conditions attributable to them.

35.19 The Client acknowledges that **interference, argument, attitude, or confrontational resistance** toward safety instructions or creative guidance violates service conditions and may result in immediate termination of service without refund.

35.20 The Client agrees that **respect for equipment** is mandatory, including the vehicle, cameras, drones, microphones, lighting, courier bins, mounts, storage systems and all accessories. The Client acknowledges that equipment is sensitive and expensive, and accepts full liability for any damage caused by them or their associates.

35.21 The Client acknowledges that **audio monitoring**, including ambient audio and mechanical noise recording, may operate inside the vehicle. The Client agrees that incidental audio capture does not grant them the right to demand access, deletion or complaint unless required by law.

35.22 The Client agrees that **the Company's discretion is final** in all service-related decisions, including drone feasibility, filming viability, route selection, courier acceptance, timing adjustments, and safety thresholds.

35.23 The Client acknowledges that **complaints arising from service conditions**—including inconvenience, dissatisfaction, discomfort, delay, creative differences or social tension—are not grounds for legal action or remedy due to existing waivers and indemnities.

35.24 This section forms **Part One** of the multi-layer Service Conditions Framework. Additional sections will further expand and solidify conditions relating to behavioural expectations, creative boundaries, courier protocol, public environments, and operational authority.

SECTION 36.0 – BEHAVIOURAL RULES, CREATIVE ENVIRONMENT CONTROL, COURIER PROTOCOL, ENFORCEMENT AUTHORITY & OPERATIONAL COMPLIANCE REQUIREMENTS (PART 2 OF SERVICE CONDITIONS FRAMEWORK)

36.1 The Client acknowledges, understands and irrevocably agrees that all behavioural standards required by Transportation Me Pty Ltd exist to ensure safety, predictability, equipment integrity, lawful compliance and the smooth functioning of high-risk operational environments. These environments include but are not limited to transportation settings, drone flight zones, filming locations, courier loading or unloading sites, confined interior spaces, dynamic public areas and digitally mediated communication channels. The Client accepts that behavioural failure undermines operational control and therefore constitutes immediate breach of service conditions.

36.2 The Client agrees that **all behaviour must remain calm, predictable, deliberate and non-disruptive**, regardless of emotional state, social influence, stress, excitement, intoxication, fatigue or interpersonal tension. The Client acknowledges that sudden emotional shifts, impulsive actions, raised voices, confrontational tones, sarcastic commentary, erratic body language, pacing, fidgeting, anxious movement or indirect hostility place the Client in breach of required behavioural standards.

36.3 The Client acknowledges that the Company maintains **absolute authority over the creative environment**, including the positioning of the Client, instructions on how to stand or move, required levels of silence, lighting placement, drone distance management, camera direction, background selection, and the handling of all equipment. The Client agrees that creative environments must remain free from interference and that challenging or questioning creative direction constitutes breach.

36.4 The Client agrees not to obstruct equipment, interrupt filming, distract personnel, reposition props, walk into active shots without instruction, adjust their own position during sensitive drone manoeuvres, or attempt to influence filming angle mid-capture. The Client accepts that even minor interference may cause footage loss, equipment damage or safety risk, for which they bear full responsibility.

36.5 The Client acknowledges that **courier protocol** is mandatory and must be followed precisely, including providing safe access for courier pickup, ensuring items are ready at the agreed time, packaging items to withstand transport vibration, declaring fragile components, disclosing lawful status of contents, and ensuring recipients are available. The Client agrees that courier delays caused by them or their associates constitute breach and may result in cancellation without refund.

36.6 The Client agrees that courier personnel are not required to carry items up stairs, traverse muddy or dangerous areas, enter private residences, navigate through hazardous conditions, wait for extended periods, assemble items, or provide emotional reassurance during tense deliveries. The Client accepts full responsibility for misaligned expectations and acknowledges that courier staff have no duty beyond lawful handover.

36.7 The Client acknowledges that **hostile, argumentative or emotionally manipulative behaviour** toward courier personnel, including attempts to rush workers, guilt-trip them, provoke disputes or escalate tension, violates service conditions and may result in immediate refusal of service.

36.8 The Client agrees that **filming environments cannot be socially chaotic**, meaning they must not introduce disruptive companions, argumentative partners, intoxicated acquaintances or unpredictable individuals into the environment. The Client acknowledges that filming environments require stability and that companions who behave erratically or disrespectfully constitute breach attributable to the Client.

36.9 The Client acknowledges that the Company maintains **full authority to terminate filming or drone activity** at any time if Client behaviour threatens safety, operational workflow or equipment. The Client agrees that no refund, discount, credit or service extension is owed when termination results from their own conduct or the conduct of individuals linked to them.

36.10 The Client agrees that they will remain **instructable**, meaning they will comply with operational, creative and safety instructions instantly, without argument, debate, delay, emotional pushback, passive resistance or hostile questioning. The Client acknowledges that resistance or argumentative tendencies undermine operational safety.

36.11 The Client warrants that they will not attempt to **self-direct creative scenes**, dictate camera angles, reposition drones, override lighting decisions, or interfere with shot composition unless invited to collaborate. The Client acknowledges that creative control belongs solely to the Company.

36.12 The Client agrees that **public filming environments** require heightened behavioural compliance, including respect for bystanders, situational awareness, avoidance of blocking pedestrian flow, non-engagement with confrontational individuals, and calm departure from the area when instructed. The Client accepts responsibility for all consequences arising from their public behaviour.

36.13 The Client acknowledges that the Company holds **final and non-negotiable discretion** regarding whether a location is safe, lawful, accessible or creatively viable. The Client agrees that disagreeing with these decisions does not entitle them to compensation or continuation of service.

36.14 The Client agrees that **vehicle behaviour** must remain controlled at all times, including speaking at reasonable volume, avoiding aggressive movement, refraining from leaning into the driver's space, not distracting the driver, not touching interior components and not encouraging reckless decisions. The Client acknowledges that disruptive vehicle behaviour may require termination of the trip.

36.15 The Client acknowledges that **unsafe emotional atmospheres**—including tension, hostility, resentment, emotional volatility, passive aggression, attention-seeking behaviour or confrontational responses—disrupt service and breach conditions. The Client accepts full responsibility for emotional dynamics they introduce into the environment.

36.16 The Client agrees that **filming and drone environments cannot accommodate self-conscious behaviour** that results in stoppages, repeated retakes, refusal to stand still, excessive joking, inappropriate humour, disruptive commentary, impulsive

movement, or sudden posing unrelated to direction. The Client acknowledges these behaviours delay workflow and breach conditions.

36.17 The Client agrees that **undisclosed fears or phobias**—including fear of drones, cameras, heights, noise, lights, crowds or enclosed spaces—place them at personal risk if not communicated. The Client accepts full responsibility for outcomes resulting from undisclosed sensitivities.

36.18 The Client acknowledges that **the Company's operational authority overrides Client preference**, including decisions relating to timing, route, courier prioritisation, drone altitude, filming angles, lighting adjustments, equipment movement, shot selection, and environmental relocation.

36.19 The Client agrees not to **negotiate creative direction mid-service**, including demanding alternate styles, scenes, tones, editing outcomes or environments beyond initial scope. The Client acknowledges that creative disputes mid-service constitute breach.

36.20 The Client acknowledges that attempts to **hire, instruct or influence Company staff** in personal ways—such as pressuring for favours, demanding exceptions, encouraging unsafe shortcuts, or requesting dishonest letters—are strictly prohibited and constitute breach of service conditions.

36.21 The Client agrees that **non-compliance with any safety, behavioural or operational instruction** instantly voids all guarantees, expectations, rights to remedy and entitlements to continuation of service.

36.22 The Client acknowledges that this section forms **Part Two** of the Service Conditions Framework**, and that subsequent sections will further expand on public interaction rules, environmental conditions, digital communication expectations, and the Company's enforcement powers.

SECTION 37.0 – PUBLIC ENVIRONMENT RULES, DIGITAL CONDUCT REQUIREMENTS, ENVIRONMENTAL CONSTRAINTS & COMPANY ENFORCEMENT AUTHORITY (PART 3 OF SERVICE CONDITIONS FRAMEWORK)

37.1 The Client acknowledges, understands and irrevocably agrees that services provided by Transportation Me Pty Ltd frequently occur within **public environments**, which include streets, carparks, commercial buildings, residential neighbourhoods, public spaces, recreational areas, shared pedestrian zones, event spaces, busy walkways, markets, nightlife districts, parks, waterfronts and any location where third parties may be present. The Client accepts that public environments introduce variables beyond the Company's control and agrees that full behavioural compliance is required to maintain safety, legality, creative viability and public order.

37.2 The Client acknowledges that **public environments do not grant them special permissions**, meaning they cannot block footpaths, impede pedestrian flow, stand in restricted or dangerous zones, enter private property without consent, interfere with bystanders, cause disruptions, or create scenes that attract unnecessary attention. The Client accepts that they must behave as any reasonable member of the public would, irrespective of filming or drone activity.

37.3 The Client agrees that they are solely responsible for ensuring that **their conduct in public spaces remains lawful, respectful and non-disruptive**, including refraining from loud altercations, confrontations, arguments, attention-seeking behaviours, unsafe posing, inappropriate actions, or behaviour that may cause bystanders to react negatively. The Client acknowledges that their public behaviour reflects upon themselves, not the Company.

37.4 The Client agrees that **the Company has no duty to intervene** if bystanders react unpredictably—whether through curiosity, hostility, unwanted commentary, filming on their own devices, questioning the Client, walking into a shot, or engaging in disruptive behaviour. The Client accepts that bystanders are autonomous and that their behaviour cannot generate Company liability.

37.5 The Client acknowledges that **public filming laws** allow for incidental capture of individuals and environments. The Client agrees not to demand deletion, modification or cessation of filming based on the presence of individuals in the public environment unless legally required.

37.6 The Client acknowledges that **public attention**—including staring, whispering, filming, pointing, commenting, approaching the Client, or expressing curiosity—is a natural consequence of drone operations, filming equipment, unique vehicles or the Client's own behaviour. The Client accepts all resulting social, emotional and reputational consequences.

37.7 The Client agrees that they must remain **aware of traffic, footpaths, cyclists, scooters, animals, strollers and physical obstacles** during filming or courier activity. The Client acknowledges that the Company is not responsible for collisions, near misses, obstructive behaviour or physical incidents caused by the Client's inattention.

37.8 The Client acknowledges that **public noise**—including sirens, cars, conversations, animals and machinery—may disrupt filming, audio clarity, courier communication or creative direction. The Client agrees that noise interference is inherent and cannot justify complaints.

37.9 The Client acknowledges that **filming may be paused, relocated or terminated** if public conditions become unsafe, unpredictable, hostile, legally unsuitable or creatively non-viable. The Client agrees that such decisions are final and do not entitle them to compensation.

37.10 The Client acknowledges that **digital conduct rules** apply equally to pre-service, mid-service and post-service communications. The Client agrees that all digital communication must remain respectful, coherent, factual, timely and non-hostile.

37.11 The Client agrees not to engage in **digital misconduct**, including message spamming, emotionally manipulative messaging, threatening language, late-night harassment, abusive tone, passive-aggressive statements, or communications intended to intimidate, pressure or unfairly influence Company decisions.

37.12 The Client acknowledges that **delayed responses**, misread messages, autocorrect errors, tone misunderstandings and platform inconsistencies are inherent risks in digital communication. The Client accepts responsibility for seeking clarification before assuming wrongdoing or escalating tension.

37.13 The Client agrees that **public-facing digital behaviour**, such as Instagram stories, posts, comments, TikTok videos, group chats, messaging circles, or review websites, must not be used to provoke hostility, mislead others, distort events, manipulate public perception or retaliate emotionally. The Client accepts that digital hostility constitutes breach of service conditions.

37.14 The Client acknowledges that **environmental constraints**—including weather, crowd density, legal restrictions, light availability, ambient noise, physical hazards, space limitations and unexpected public events—may require adjustments to service delivery. The Client agrees that such constraints are not grounds for refund or complaint.

37.15 The Client agrees that **weather may force modification or cancellation** of drone flights, media scenes, courier handovers or filming sequences. The Client accepts that no refunds apply in cases where environmental conditions make service delivery unsafe or unlawful.

37.16 The Client acknowledges that **environmental unpredictability**—such as wind gusts, uneven terrain, sudden noise, lighting changes, reflective surfaces, heat, humidity, rain droplets, and sun glare—may impact footage quality, drone stability, courier handling or overall service conditions. The Client accepts all related consequences.

37.17 The Client agrees that the Company maintains **total enforcement authority** to control the operational environment, including the right to issue warnings, pause activity, relocate scenes, cancel service, remove disruptive individuals, deny unsafe requests, instruct behavioural corrections or terminate engagement entirely without refund if necessary for safety or operational integrity.

37.18 The Client acknowledges that attempts to challenge enforcement authority—whether through argument, disrespect, emotional defiance, implied hostility, passive resistance or refusal to comply—constitute breach of service conditions and immediately transfer all liability to the Client.

37.19 The Client agrees that the **Company may refuse, alter or withdraw service** if the Client or their associates behave unpredictably, unlawfully, aggressively, disrespectfully, manipulatively or in a way that compromises safety, workflow or legal compliance.

37.20 The Client acknowledges that **public embarrassment, attention, commentary or observation** resulting from their behaviour is not the responsibility of the Company and may not be used as grounds for complaint, review manipulation or legal action.

37.21 The Client agrees to follow **relocation instructions** immediately and without argument if the Company determines that a public environment has become unsafe, obstructive, confrontational or legally unsuitable.

37.22 This section forms **Part Three** of the Service Conditions Framework**, and subsequent sections will expand on equipment protection, digital content handling, social media boundaries, service refusal rights, and further enforcement mechanisms.

SECTION 38.0 – EQUIPMENT PROTECTION, DIGITAL CONTENT HANDLING, SOCIAL MEDIA BOUNDARIES, COMPANY PROPERTY SAFEGUARDS & EXPANDED ENFORCEMENT MECHANISMS (PART 4 OF SERVICE CONDITIONS FRAMEWORK)

38.1 The Client acknowledges, understands and irrevocably agrees that all equipment used by Transportation Me Pty Ltd—whether physical, digital, mechanical, electronic, optical, audio-based, aerodynamic, stabilising, storage-related or software-enabled—is considered **high-value, sensitive, precision-calibrated, operationally essential** and subject to strict handling, proximity and behavioural rules. The Client accepts that equipment protection is a core requirement of service participation, and that even momentary interference, accidental contact, careless movement or passive negligence may cause costly damage or operational disruption for which the Client assumes full responsibility.

38.2 The Client acknowledges that equipment includes, without limitation, **camera bodies, lenses, gimbals, drones, controllers, microphones, lighting units, mounts, stabilisers, tripods, proprietary accessories, vehicle modifications, internal cabin systems, diagnostic sensors, courier containers, digital storage devices, chargers, batteries, cabling, and associated infrastructure**. The Client agrees that no item is to be touched, adjusted, leaned on, repositioned, unplugged, inspected or interacted with unless explicitly instructed.

38.3 The Client acknowledges that **equipment proximity rules** require them to maintain a safe, stable and predictable distance from operational gear. This includes not standing too close to rotating drone blades, not approaching camera rigs while active, not stepping near tripods, avoiding sudden movement around cables, and keeping belongings away from optical or mechanical components. The Client accepts that failing to observe spatial awareness violates service conditions.

38.4 The Client agrees that they will not attempt to **assist, hold, stabilise, adjust or relocate** any equipment, regardless of their intentions. The Client acknowledges that good intentions do not excuse inappropriate handling and that any damage caused during such attempts is solely their liability.

38.5 The Client acknowledges that **accidental damage is still the Client's responsibility**, including equipment knocked over by bags, limbs, clothing, companions or environmental interaction caused by the Client's movement. The Client agrees that accidental contact is treated the same as deliberate interference for liability purposes.

38.6 The Client acknowledges that drone equipment is especially sensitive, and agrees not to: walk beneath a descending drone, approach a drone preparing to land, throw objects near active drones, attempt to “catch” a drone mid-air, or request manoeuvres that compromise legal or safe operation. The Client accepts full responsibility for any harm resulting from ignoring drone boundaries.

38.7 The Client agrees that **vehicle-based equipment**—including sensors, dash-mounted accessories, interior lighting, informational displays, vehicle-mounted filming modules, and interior calibration components—must not be touched, tapped, leaned on, pressed, smudged or obstructed. The Client acknowledges that tampering with these systems constitutes breach.

38.8 The Client acknowledges that **digital content handling** is governed by strict rules, and that any files delivered by the Company remain subject to conditions relating to lawful usage, contextual integrity, creative respect, and non-defamatory editing. The Client agrees not to distort, manipulate, alter, misrepresent, or repurpose Company media in ways that create false impressions or harmful narratives.

38.9 The Client acknowledges that **raw footage, behind-the-scenes content, drone captures, intermediate edits, drafts, previews, and unexported material** may not be requested unless explicitly included in the service package. The Client agrees that raw content is the intellectual property of the Company and not automatically entitled to them.

38.10 The Client agrees that all final media is delivered **as-is**, without warranty that it will match the Client’s imagination, internal expectations, online trends, or preferred aesthetic. The Client acknowledges that dissatisfaction does not entitle them to re-edits, refunds, additional sessions, or alternative interpretations.

38.11 The Client acknowledges that **social media boundaries** strictly prohibit the unauthorised posting of Company content that misrepresents, distorts or improperly frames the service experience. This includes screenshots of messages, clips taken out of context, altered drone footage, cropped images intended to insinuate wrongdoing, or edited audio designed to portray conversations in a misleading manner.

38.12 The Client agrees that they will not create, encourage, or participate in **online campaigns, negative review coordination, group-hostility events, defamation attempts, public shaming, retaliatory posting, or fabricated narratives** targeting the Company. The Client understands that doing so constitutes a severe breach and triggers immediate indemnity and legal pursuit.

38.13 The Client acknowledges that **digital ethics** require them to handle Company communications with confidentiality, accuracy, and integrity. They agree not to publish or circulate private conversations, instructions, clarifications or discussions without express written permission. The Client acknowledges that spreading private communication for entertainment, manipulation or defamation is prohibited.

38.14 The Client agrees that **files delivered digitally** must be stored responsibly by the Client and that the Company bears no liability for loss, corruption, accidental deletion, cloud storage errors, expired download links or device-related issues after delivery has been completed.

38.15 The Client acknowledges that **equipment failure**, whether caused by environmental conditions, battery limits, overheating, electromagnetic interference, public activity or technical malfunction, does not entitle them to refunds or compensation. The Client accepts that equipment operates within natural performance limits and may behave unpredictably.

38.16 The Client acknowledges that **Company enforcement mechanisms** include the right to: terminate service immediately, withhold further content, refuse future service, charge for damages, suspend subscription privileges, remove individuals from the service environment, decline unsafe requests, pause filming, redirect drone operations, restrict courier handling, cancel bookings without refund, and deny communication with hostile or abusive individuals. The Client accepts that these enforcement powers are essential for safety and legal compliance.

38.17 The Client acknowledges that enforcement actions may be taken **without warning, debate, justification or explanation**, and that the Company is not obligated to negotiate or soften decisions that concern safety, equipment integrity, legal compliance or behavioural risk.

38.18 The Client agrees that **delayed compliance**, refusal to comply, emotionally charged questioning, negotiation attempts, passive-aggressive responses or attempts to “explain their side” in the middle of operational instructions constitute breach requiring enforcement action.

38.19 The Client acknowledges that **Company staff have the unquestioned authority** to determine whether behaviour is unsafe, disruptive, disrespectful, unstable or incompatible with service continuation. The Client agrees that staff judgement is final and binding.

38.20 The Client acknowledges that **companions introduced by the Client** fall entirely under the Client’s enforcement liability, meaning the Company may direct enforcement action toward the Client based on a companion’s behaviour, without distinction.

38.21 The Client agrees that service refusal or termination triggered by their conduct, or the conduct of individuals associated with them, entitles the Company to charge full fees, damages, non-compliance payments and any costs associated with disruption.

38.22 This section forms **Part Four** of the Service Conditions Framework**, and subsequent sections will expand further on public interaction, lawful compliance, refusal-of-service rights, and structural authority within the operational environment.

SECTION 39.0 – SERVICE REFUSAL RIGHTS, LAWFUL COMPLIANCE, TERMINATION POWERS, CLIENT REMOVAL AUTHORITY & NON-NEGOTIABLE OPERATIONAL OVERSIGHT (PART 5 OF SERVICE CONDITIONS FRAMEWORK)

39.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd retains **absolute and unrestricted authority** to refuse, cancel, withdraw or terminate service at any time, for any reason or no reason, with or without notice, and regardless of whether the Client agrees with or understands the decision. The Client further acknowledges that such termination may occur before service begins, during transit, during filming, during drone operation, during courier handling, or at any moment where the Company determines—at its sole discretion—that continuing service may compromise safety, legality, equipment integrity, operational predictability, emotional stability, or the professional standards of the organisation.

39.2 The Client agrees that service refusal may occur due to conditions including but not limited to: intoxication, drug use, aggressive behaviour, disruptive emotional volatility, dishonesty, misrepresentation, unsafe companions, unreasonable demands, disrespectful communication, violation of boundaries, interference with equipment, attempts to manipulate staff, attempts to pressure the Company into unsafe or unlawful conduct, presence of illegal courier items, or any form of conduct the Company deems unsafe or incompatible with professional engagement. The Client accepts that refusal under these conditions is final, binding and non-negotiable.

39.3 The Client acknowledges that under Queensland law and broader Australian legal frameworks, a private service provider retains full discretion to decline service where safety, legality or reasonable operational factors justify refusal. The Client understands that the Company is **not obligated** to place staff, equipment, the vehicle, bystanders or the Client at risk merely to complete a booking. The Client accepts that lawful refusal of service does not entitle them to refunds, credits, compensation, replacement opportunities or dispute escalation.

39.4 The Client acknowledges that **termination powers** exist not only for overtly unsafe behaviour but also for subtle or cumulative behavioural indicators, including inconsistent communication, signs of emotional instability, agitation, passive-aggressive commentary, avoidance of instructions, repeated redirection of conversation, contradiction of agreements, failure to disclose relevant conditions, or disruptive energy that endangers workflow. The Client agrees that the Company is not required to explain behavioural assessments or negotiate the legitimacy of such determinations.

39.5 The Client agrees that the Company may immediately terminate service if the Client's companions exhibit unsafe, disrespectful, chaotic, verbally aggressive, intoxicated or unpredictable behaviour, even if the Client themselves remains calm. The Client acknowledges that companions fall entirely under their responsibility, and termination due to companion behaviour is treated identically to termination due to Client behaviour.

39.6 The Client acknowledges that **lawful compliance** supersedes all other considerations. If a service environment becomes legally questionable—such as entering restricted drone airspace, filming in a prohibited zone, encountering police or council enforcement, or receiving a safety directive—the Company may immediately halt operations. The Client agrees that refusal to comply with lawful instructions automatically transfers all liability to the Client.

39.7 The Client acknowledges that if police, security personnel, property managers, council officers or other authorities request that filming, drone operation, courier handling, photography, or transportation activities cease, the Company will comply immediately and without debate. The Client agrees that such compliance is mandatory and does not entitle the Client to refunds or compensatory arrangements.

39.8 The Client agrees that **fraudulent, misleading or deceptive behaviour**—including false names, false courier declarations, dishonest claims about circumstances, misuse of payment systems, or attempts to manipulate time-of-service narrative—constitutes immediate cause for refusal or termination. The Client acknowledges that fraud automatically voids all expectations of remedy.

39.9 The Client acknowledges that refusal of service may occur due to **digital misconduct**, including harassing messages, unreasonable frequency of contact, aggressive tone in communication, emotional manipulation, threats of negative reviews, attempts to weaponise social media, or disrespect of digital boundaries. The Client agrees that digital aggression is treated identically to physical aggression for refusal purposes.

39.10 The Client agrees that the Company has full authority to **remove the Client from the vehicle**, instruct them to leave the filming environment, terminate a courier attempt, recall a drone, or vacate a property immediately if their behaviour or the behaviour of companions creates risk. The Client acknowledges that refusal to exit or comply constitutes trespass-like behaviour and may result in police involvement.

39.11 The Client acknowledges that the Company's refusal rights extend to **environmental unsuitability**, such as unsafe weather, unstable ground, high winds, poor lighting, overcrowding, aggressive or intoxicated public behaviour, or the presence of hazards that threaten equipment integrity. The Client accepts that environmental risk assessment is solely the Company's determination.

39.12 The Client agrees that **emotional disputes**—including personal disagreements, relational tension, arguments unrelated to service, or attempts to draw the Company into personal conflict—may justify immediate cessation of service, as the Company is not obligated to participate in or mediate such situations. The Client acknowledges that emotional instability compromises safety.

39.13 The Client acknowledges that **no refund, reshoot, remake, reattempt, discount or compensation** is owed when termination or refusal of service results from the Client's conduct, misrepresentation, behaviour, companions, expectations, misunderstanding of terms, or any form of non-compliance. The Client accepts full financial responsibility in such circumstances.

39.14 The Client agrees that **hostile escalation**, including raising one's voice, insulting staff, making threats, demanding unrealistic outcomes, or using entitlement-based or domineering communication, triggers immediate termination and invokes indemnity obligations. The Client acknowledges that emotional tone can constitute breach even in the absence of physical aggression.

39.15 The Client acknowledges that the Company's termination powers include the right to **cease communication entirely**, block digital contact, suspend future bookings, revoke membership benefits, refuse new subscriptions, deny access to pending media, or permanently blacklist the Client from future service. The Client agrees that such decisions are final.

39.16 The Client agrees that **all behavioural, safety and operational instructions** issued by the Company must be followed immediately and without argument. If the Company must repeat instructions, or if the Client hesitates, debates, delays or emotionally resists, the Company may terminate service without refund. The Client acknowledges that operational compliance must be instantaneous.

39.17 The Client agrees that the Company may also refuse service based on **reasonable suspicion** of unlawful activity, unsafe intent, courier misrepresentation, intoxication, possession of prohibited items, or anticipation of harmful behaviour. The Client acknowledges that reasonable suspicion does not require proof.

39.18 The Client acknowledges that refusal or termination under any of the above conditions does not constitute defamation, discrimination, breach of consumer law, breach of contract, emotional harm or actionable misconduct. The Client agrees that refusal grounded in safety, legality or behaviour is justified and binding.

39.19 The Client agrees that the Company retains the authority to **document behavioural incidents**, including through written notes, internal communication, dash-mounted systems, date-stamped records, and digital logs, for the purpose of defending against false claims. The Client acknowledges that such documentation may be used in legal processes if necessary.

39.20 This section forms **Part Five** of the Service Conditions Framework**, and subsequent sections will continue strengthening operational authority, including protocols for damage, contamination, cleaning surcharges, and incident response.

SECTION 40.0 – DAMAGE LIABILITY, CONTAMINATION RULES, CLEANING CHARGES, INCIDENT PROTOCOLS, COST RECOVERY RIGHTS & POST-INCIDENT OBLIGATIONS (PART 6 OF SERVICE CONDITIONS FRAMEWORK)

40.1 The Client acknowledges, understands and irrevocably agrees that they are **fully, unconditionally and exclusively responsible** for any and all damage, contamination, soiling, staining, breakage, structural harm, equipment interference, operational disruption, or negative impact caused directly or indirectly by them or any individual associated with them—whether intentionally, negligently, accidentally, emotionally, carelessly, impulsively or through omission. The Client further acknowledges that this includes damage arising from belongings, clothing, bodily fluids, food, drinks, courier items, environmental material carried on shoes or clothing, companions, pets, or objects placed within the operational environment.

40.2 The Client agrees that **damage liability applies universally**, including the Company's vehicle (interior and exterior), filming equipment, camera systems, drone hardware, audio systems, lighting units, gimbals, stabilisers, memory devices, charger kits, courier containers, organisational property, staff clothing, personal devices used in service provision, and any installation, mount, accessory or system present during service delivery. The Client accepts that replacement value—not depreciated value—governs the cost owed.

40.3 The Client acknowledges that **vehicle interior contamination** includes but is not limited to drink spills, food residue, dirt, mud, sand, gravel, makeup stains, glitter, bodily fluids, melted substances, strong odours, perfume overload, smoke residue, ash, pet hair, pet dander, sharp object tears, heel punctures, pen ink, cosmetic smudging, adhesive residue and liquid seepage. The Client accepts full liability for all cleaning costs required to return the vehicle to operational standard.

40.4 The Client acknowledges that **bodily fluid incidents**—including vomiting, bleeding, saliva residue, spills caused by intoxication, emotional outbursts leading to cleanup, or any situation requiring biological decontamination—trigger significant surcharges due to health, hygiene, downtime, and intensive sanitation protocols. The Client agrees to pay immediately upon invoice and recognises that these charges are not negotiable.

40.5 The Client accepts unconditional responsibility for **equipment contamination**, including moisture from drinks, fingerprints on lenses, dust contamination on sensors, makeup or lotion transfer to harnesses or straps, scratches on drone bodies, dirt on gimbals, or debris embedded in tripod locks. The Client acknowledges that contamination impacting calibration or usability constitutes damage.

40.6 The Client acknowledges that **courier item leaks or spills**—including liquids, food, chemicals, fragile contents breaking open, powders, paint, biological material or scented products—impose strict liability on the Client regardless of whether they declared the item's fragility or nature. The Client agrees that cleanup costs, downtime, repair and loss-of-use charges are all owed immediately.

40.7 The Client acknowledges that **damage caused by companions** is treated identically to damage caused by the Client, without exception. This includes minors, intoxicated individuals, emotional partners, disruptive acquaintances, friends attempting to "help," or individuals whose presence the Client permitted. The Client accepts full financial responsibility for all third-party impact.

40.8 The Client agrees that **delayed discovery of damage** does not eliminate liability. This includes damage or contamination noticed after the Client exits the vehicle, after courier delivery, after filming sessions, or after drone operations conclude. The

Client acknowledges that timestamps, internal documentation and physical evidence suffice to assign responsibility without their presence.

40.9 The Client acknowledges that the Company reserves full authority to **calculate cleaning surcharges**, which may include basic cleaning, deep cleaning, sanitation, hazardous waste disposal, steam extraction, deodorising, fabric restoration, material replacement, downtime compensation, labour charges, and professional service fees. The Client agrees that cleaning charges reflect industry standards and are final.

40.10 The Client accepts that **damage charges** may include—not limited to—replacement of parts, repair labour, expedited service fees, calibration resets, drone propeller replacement, camera component servicing, accessory substitution, external workshop repair, detailing, fabric repair, interior component replacement, electronic diagnostics or complete replacement of damaged units.

40.11 The Client agrees that they are liable for **downtime costs**, meaning the loss of operational ability while the Company's equipment, vehicle or environment undergoes repair, cleaning or recalibration. The Client acknowledges that downtime compensation is charged in addition to repair costs, as downtime reduces business capacity.

40.12 The Client acknowledges that if damage prevents continuation of service, **no refund, credit or compensation** is owed, and full charges apply.

40.13 The Client agrees that **incident documentation** may be collected by the Company, including photos, video, timestamped notes, internal logs, sensor data, dash systems, drone logs or digital communication records. The Client acknowledges that such documentation may be used to substantiate charges and defend against disputes.

40.14 The Client acknowledges that **failure to follow safety instructions**—such as entering drone landing zones, mishandling courier items, disobeying filming position directions, or interfering with equipment—may directly cause damage. The Client agrees that such behaviours automatically assign liability.

40.15 The Client acknowledges that **emotional or impulsive actions**, such as swatting at drones, slamming doors, throwing items, storming out of the vehicle, hitting interior surfaces, pushing equipment, or moving unpredictably during technical operations, are treated as intentional or negligent conduct for liability purposes.

40.16 The Client agrees that if payment for damage, contamination or cleaning is refused, delayed, disputed or challenged without lawful basis, the Company may:

- suspend all further services,
- retract subscription benefits,
- forward the matter to debt recovery,
- apply non-compliance fees,
- pursue civil recovery,
- and recover legal costs.

The Client acknowledges these remedies as lawful and enforceable.

40.17 The Client acknowledges that **insurance claims** triggered by Client damage may result in excess charges and administrative fees owed by the Client. The Client understands that insurance does not replace their direct liability.

40.18 The Client agrees that **attempts to deny, minimise or dispute responsibility** without lawful justification constitute a breach that activates immediate enforcement mechanisms, including reporting fraudulent behaviour to relevant authorities.

40.19 The Client acknowledges that the Company may **terminate service immediately** upon discovery of damage or contamination, whether or not the Client acknowledges responsibility. The Client accepts that operational safety and cleanliness obligations override continuation of service.

40.20 The Client agrees that **additional charges** apply for incidents requiring professional biohazard handling, hazardous materials processing, mould remediation, odour extraction, drone water recovery, or moisture-related electronic restoration.

40.21 The Client acknowledges that **pets introduced into the environment** create additional risk of scratching, shedding, anxiety-related behaviour, accidental defecation, unpredictable movement, or equipment interference. The Client accepts full liability for all pet-related incidents.

40.22 The Client agrees that they must immediately notify the Company of **any spill, breakage or incident**, regardless of severity, and must not attempt to conceal, wipe, hide, neutralise or disguise contamination. The Client acknowledges that concealment constitutes fraudulent behaviour.

40.23 The Client acknowledges that **incident refusal**, such as refusing to pay, denying the incident, or leaving the scene, may result in law enforcement involvement if necessary to restore safety or recover costs.

40.24 This section forms **Part Six** of the Service Conditions Framework**, and subsequent sections will expand further on contamination-specific rules, biological hazard protocol, courier structural liability and digital dispute restrictions.

SECTION 41.0 – BIOLOGICAL HAZARDS, ODOUR EVENTS, COURIER STRUCTURAL RISKS, DIGITAL DISPUTE LIMITATIONS & SPECIAL-RISK ENVIRONMENT PROTOCOLS (PART 7 OF SERVICE CONDITIONS FRAMEWORK)

41.1 The Client acknowledges, understands and irrevocably agrees that any introduction of **biological hazards** into the vehicle, filming environment, courier space or operational areas—whether intentional, accidental or through negligence—creates immediate safety, hygiene, odour and contamination risks requiring specialised attention. These biological hazards include but are not limited to bodily fluids, organic residue, biological spills, medical waste, hazardous organisms, decaying materials, food rot, blood, vomit, urine, faecal matter, saliva, mucous, phlegm, sweat saturation, odorous chemical reactions, or

any substance requiring biohazard-grade cleaning. The Client accepts complete liability for all resulting cleaning, restoration, downtime, replacement and hazard mitigation costs.

41.2 The Client agrees that **biological hazard management** requires equipment shutdown, controlled ventilation, professional sanitation, restricted access, chemical treatment, fabric replacement, deep extraction processes and downtime that may extend for several days. The Client acknowledges that all costs arising from these procedures—including professional contractor fees—are owed by the Client in full without exception.

41.3 The Client acknowledges that **odour events**—including strong perfumes, food odours, alcohol spills, smoke residue, vaping byproducts, chemical smells, body odour, pet odour, courier item scent leakage, or any persistent smell requiring chemical deodorisation—constitute contamination. The Client agrees that odour remediation costs are chargeable even when no visible stains exist.

41.4 The Client acknowledges that odour contamination may require **steam treatment, ozone treatment, antibacterial fogging, activated charcoal filtration, fabric extraction, ventilation procedures, or complete replacement of interior components**. The Client accepts full financial responsibility for all treatment processes required to return the vehicle or equipment to professional operating standard.

41.5 The Client acknowledges that **courier structural risks** include inherent fragility, unstable packaging, chemical sensitivity, temperature instability, pressure sensitivity, leakage risk, risk of disintegration, risk of crushing, risk of odour emission and risk of internal collapse. The Client accepts that these risks cannot be mitigated by the Company and therefore fall entirely upon them.

41.6 The Client agrees that courier items must be lawful, sealed, secure, correctly labelled, structurally stable and properly padded to withstand vehicle movement. The Client acknowledges that failure to package items to standard constitutes negligence attributable to them.

41.7 The Client accepts that the Company is **not responsible** for:
internal courier item failures,
exploding or leaking contents,
temperature-induced damage,
pressure-related expansion,
organic decay,
rupture of fragile cells,
contamination due to poor packaging,
or substances reacting to movement or heat.
The Client assumes full liability for all resulting cleanup and damage.

41.8 The Client acknowledges that **biological courier items**—such as perishable foods, plants, medical samples, specialty chemicals or temperature-sensitive goods—present increased risk of contamination, leakage and odour. The Client agrees that they alone are responsible for ensuring such items are fit for transport.

41.9 The Client acknowledges that the Company is not liable for **injury, infection or illness** caused by biological or hazardous courier contents improperly packaged or misrepresented by the Client. The Client agrees that such consequences fall wholly within their responsibility.

41.10 The Client acknowledges that **digital dispute limitations** prohibit the Client from attempting to resolve or escalate issues through hostile, public or manipulative digital means. This includes threats of negative reviews, attempts to damage the Company's reputation on social media, coordinated online hostility, blackmail-style ultimatums, or emotional attempts to generate digital sympathy.

41.11 The Client agrees that all disputes must be conducted respectfully, privately, factually and in accordance with lawful dispute pathways. The Client acknowledges that any attempt to escalate a dispute through digital aggression constitutes breach and immediately nullifies any expectation of remedy.

41.12 The Client agrees not to publish **false, misleading, exaggerated, incomplete or context-removed claims** online or in private messages intended to damage the Company's reputation. The Client acknowledges that such behaviour triggers indemnity obligations.

41.13 The Client acknowledges that **screenshots, recordings, private messages and internal correspondence** may not be manipulated, cropped, edited, selectively published or presented without full context for the purpose of influencing online narratives or applying pressure. The Client accepts that misuse of digital communication is a severe breach.

41.14 The Client agrees not to create **anonymous accounts, fake profiles, burner emails or indirect channels** to harass, threaten, shame, provoke or defame the Company following a disagreement, incident or termination of service.

41.15 The Client acknowledges that **courier-related biological contamination**, including food spills, liquid fermentation, odour release, chemical leakage or parasitic contamination, remains exclusively their liability regardless of intent. The Client accepts that courier contamination may require extensive cleaning protocols.

41.16 The Client agrees that the Company may determine, at its sole discretion, that a **courier item is too hazardous, too unstable, too fragile, too odorous, too heavy, too large or too legally questionable** to transport. The Client acknowledges that refusal to carry such items is final and not subject to dispute.

41.17 The Client acknowledges that **environmental contamination**—such as mud, grass, sand, grease, oils, construction materials or spilled liquids tracked into the vehicle—constitutes damage. The Client accepts full responsibility for all resulting cleaning and downtime.

41.18 The Client agrees that they may not introduce **animals of any kind** into the operational environment without explicit permission, and even with permission, all animal-related accidents, fur, scratches, scents or disturbances remain their full liability.

41.19 The Client acknowledges that any attempt to **shift blame** for biological, odour or contamination-related incidents to the Company constitutes intentional misrepresentation and triggers indemnity and possible legal recourse.

41.20 The Client agrees that **refusal to acknowledge contamination**, attempts to flee, leaving the scene prematurely, withholding payment, or claiming ignorance of the event do not exempt them from liability.

41.21 The Client agrees that the Company retains the right to **terminate service immediately** if a biological or odour incident occurs, regardless of whether the Client believes the situation is severe enough to warrant termination. The Client acknowledges that the Company's judgement is final.

41.22 The Client acknowledges that **biological hazard incidents** may require official reporting, external contractor engagement, insurance claims and downtime compensation. The Client agrees to cooperate fully with all administrative requirements.

41.23 The Client acknowledges that this section forms **Part Seven** of the Service Conditions Framework**, expanding and reinforcing special-risk rules necessary for safe, lawful, professional and hygienic operation across all service domains.

SECTION 42.0 – CLIENT COOPERATION DUTIES, COMMUNICATION PROTOCOLS, ENVIRONMENTAL AWARENESS, SPECIAL-SCENARIO PROCEDURES & OPERATIONAL SUPPORT REQUIREMENTS (PART 8 OF SERVICE CONDITIONS FRAMEWORK)

42.1 The Client acknowledges, understands and irrevocably agrees that cooperation is a **mandatory and continuous obligation** that begins the moment they initiate contact with Transportation Me Pty Ltd and continues throughout the entire lifecycle of the service, including pre-service communication, active engagement, transitions between filming or courier stages, and all post-service correspondence. The Client accepts that failure to cooperate—whether through passive resistance, delayed responses, unclear communication, refusal to follow instructions, or emotional volatility—creates operational instability and constitutes breach of service conditions.

42.2 The Client agrees that **all instructions issued by the Company must be followed promptly, respectfully and without argument**, regardless of whether the Client personally agrees, feels inconvenienced, misunderstands the rationale, or believes an alternative approach is preferable. The Client acknowledges that operational instructions are derived from experience, safety considerations, equipment limitations and legal constraints, and therefore may not be second-guessed.

42.3 The Client acknowledges that **communication protocols** require them to respond clearly, honestly and within reasonable timeframes. The Client agrees not to leave messages unanswered during active service windows, not to delay clarifications, not to provide ambiguous statements, and not to rely on assumptions when instructions appear incomplete. The Client accepts that miscommunication caused by silence or ambiguity is their responsibility.

42.4 The Client agrees that communication must remain **calm, factual, emotionally controlled and free from hostility**, including aggression, sarcasm, entitlement, passive-aggression, guilt-tripping, emotional pressure, or accusatory language. The Client accepts that emotional escalation disrupts service and may justify termination.

42.5 The Client acknowledges that **operational environments may require rapid direction**, and that delays caused by hesitation, overthinking, argument or seeking additional justification place the Client at risk and compromise equipment safety. The Client agrees that urgency does not require explanation beyond issued instruction.

42.6 The Client acknowledges that **environmental awareness** is a core requirement of all Company services. This includes being aware of vehicles, pedestrians, bystanders, drones in motion, cables, equipment placements, lighting rigs, uneven terrain, slippery surfaces, weather changes and surrounding hazards. The Client agrees that inattention constitutes breach and transfers full liability for any resulting incident.

42.7 The Client agrees that they must not **wander, roam, drift, or reposition themselves** during filming, drone operation or courier handling unless explicitly instructed. The Client acknowledges that independent movement introduces risk and may cause footage failure, drone recalibration issues, safety hazards or equipment damage.

42.8 The Client acknowledges that **special-scenario procedures** apply during certain conditions, including adverse weather, public events, crowded locations, unstable surfaces, drone recalibration requirements, courier fragility management, lower-light filming conditions, night-time workflows, and confined environments. The Client agrees to follow all modified instructions without resistance or emotional escalation.

42.9 The Client agrees that during **rapid transitions**—such as moving between filming sites, repositioning for drone shots, or transferring items between locations—they will act efficiently, maintain awareness and avoid creating delays that impact timing, daylight conditions, drone battery capacity or environmental control.

42.10 The Client acknowledges that **the Company may require additional cooperation** during complex services, including walking to alternate locations, adjusting wardrobe, maintaining silence, staying completely still, repeating movements, altering posture, limiting gestures, or avoiding distractions such as phones or conversations. The Client agrees that creative success depends materially on their cooperative performance.

42.11 The Client agrees not to **interrupt, talk over or distract** the Company during instruction, equipment setup, technical calibration, drone launch sequences, courier arrangement or critical filming moments. The Client understands that distractions may cause irreversible workflow disruption.

42.12 The Client acknowledges that **cooperation includes emotional self-regulation**, meaning they must manage stress, insecurity, frustration, impatience or ego-driven responses that could impair their ability to follow instructions. The Client agrees that emotional instability is incompatible with safe service delivery.

42.13 The Client agrees that **companions must also comply** with all cooperation and communication rules. The Client acknowledges that companions speaking out of turn, contradicting instructions, generating noise, acting unpredictably, criticising creative direction, or interfering with operations constitutes breach attributable to the Client personally.

42.14 The Client agrees that during **public filming sequences**, cooperation includes respecting public space, avoiding unnecessary attention, not confronting bystanders, not encouraging disruptive behaviour, and not engaging in arguments that could escalate the environment.

42.15 The Client acknowledges that **environmental unpredictability requires flexibility**, including willingness to relocate, pause, alter scenes, wait for environmental clearance, repeat certain actions, or adapt to lighting changes. The Client agrees that refusal to adapt constitutes breach.

42.16 The Client agrees not to **demand immediate justifications** for operational decisions, acknowledging that certain instructions relate to safety, legal compliance, equipment preservation or environmental factors that may not be immediately visible or easily explained.

42.17 The Client acknowledges that **courier cooperation** includes providing clear instructions, ensuring timely handover, acknowledging that delays caused by them impact service windows, and accepting responsibility for providing accurate addresses, safe access points and recipients who are available at arrival.

42.18 The Client agrees that they will not **rush, pressure or instruct** the Company to perform courier tasks unsafely, including leaving items in prohibited areas, ignoring building rules, bypassing delivery procedures, or handling fragile goods contrary to safe protocols.

42.19 The Client acknowledges that **audio-related cooperation** includes speaking clearly when needed, maintaining silence during recording, avoiding unnecessary commentary, refraining from tapping, rustling clothing or creating ambient noise, and respecting audio-sensitive environments.

42.20 The Client agrees to comply with **light-related instructions**, including facing certain directions, avoiding shadows, removing obstructive accessories, not touching lighting, and adapting to glare or environmental brightness changes without complaint.

42.21 The Client acknowledges that **weather-related cooperation** may require holding positions in cold, heat, wind or humidity for short periods. The Client agrees that such conditions do not entitle them to dispute or modify service instructions.

42.22 The Client agrees to comply with **timing protocols**, acknowledging that drone batteries, sunset times, crowd flow, courier windows and filming limitations require punctuality and efficiency. The Client further agrees that lateness or delay caused by them forfeits associated service components without compensation.

42.23 The Client acknowledges that **cooperation includes truthfully reporting any hazards**, such as loose clothing, unstable footwear, health concerns, anxiety about height or motion, or awareness of disruptive companions. The Client accepts that concealing such information constitutes breach.

42.24 The Client agrees that they must **not attempt to override or negotiate instructions** mid-operation. The Client acknowledges that attempting to take partial control undermines safety and workflow.

42.25 The Client acknowledges that failure to cooperate—even subtly, indirectly or emotionally—constitutes a breach triggering enforcement mechanisms, termination rights and potential financial consequences.

42.26 This section forms **Part Eight** of the Service Conditions Framework**, and subsequent sections will continue expanding on operational authority, including route selection powers, hazard mitigation, compliance with subscription rules, and emergency procedures.

SECTION 43.0 – ROUTE CONTROL AUTHORITY, HAZARD MITIGATION POWERS, EMERGENCY RESPONSE RIGHTS, SUBSCRIPTION INTERACTION RULES & CONTINUITY OF OPERATIONAL AUTHORITY (PART 9 OF SERVICE CONDITIONS FRAMEWORK)

43.1 The Client acknowledges, understands and irrevocably agrees that all **route decisions**—including navigation choices, alternative paths, detours, avoidance of certain areas, speed adjustments within the law, lane positioning, parking location selection, pick-up and drop-off modifications, and pre-emptive hazard avoidance—are determined exclusively by Transportation Me Pty Ltd. The Client accepts that while they may request preferences, the Company's chosen route prevails without exception.

43.2 The Client acknowledges that route selection involves consideration of safety, traffic conditions, weather, road quality, environmental suitability for media capture, drone feasibility, legal compliance, courier requirements, and equipment protection. The Client agrees that these factors may not be obvious to them and that the Company is not required to justify route decisions.

43.3 The Client agrees that they will not instruct, demand, pressure, imply, manipulate or emotionally influence the Company to take **unsafe, illegal, restricted, high-risk or unsuitable routes**, including areas known for congestion, narrow access, legal restrictions, unsafe turning zones, hazardous surfaces or areas unsuitable for drone deployment.

43.4 The Client acknowledges that any attempt to override route authority—such as insisting the Company “just go this way,” criticising navigation choices, demanding illegal shortcuts, or reacting emotionally to lawful safety decisions—constitutes a breach of service conditions.

43.5 The Client agrees that **hazard mitigation powers** remain solely with the Company, including decisions to slow down, pull over, abort filming, end a drone flight prematurely, decline a courier handover, stop the vehicle, relocate scenes or delay movement due to observed risks. The Client acknowledges that hazard mitigation is not subject to negotiation.

43.6 The Client acknowledges that hazards can include other vehicles, pedestrians, cyclists, animals, road debris, weather changes, mechanical concerns, unstable surfaces, unpredictable behaviour from companions, sudden emotional volatility, or digital communication breakdowns. The Client accepts that the Company may alter service delivery instantly upon detecting any such hazard.

43.7 The Client agrees that hazard mitigation decisions may affect timing, location continuity, shot sequence order, courier schedules, creative flow or overall service completeness. The Client acknowledges that such outcomes are unavoidable and not grounds for complaint or refund.

43.8 The Client agrees that **emergency response rights** belong exclusively to the Company during service delivery. This includes the right to call emergency services, evacuate the vehicle, suspend operations, direct the Client to remain still, instruct them to exit, move them to safety, manage hazard zones, or prioritise safety steps that override Client preference.

43.9 The Client acknowledges that emergencies may include medical episodes, public altercations, vehicle-related hazards, equipment malfunction, drone anomalies, wildlife interference, extreme weather, courier content hazards or sudden legal directives by authorities. The Client accepts that emergency action is final and not subject to challenge.

43.10 The Client agrees not to panic, flee, argue, interrupt emergency directions, confuse instructions, or create additional risk through emotional escalation. The Client acknowledges that calm compliance is essential to safe emergency management.

43.11 The Client acknowledges that **subscription interaction** forms part of service conditions, meaning subscription holders must comply with all behavioural rules, risk assumptions, disclaimers, payment obligations, update duties, and communication requirements. The Client agrees that subscription status does not grant additional authority over operational decisions.

43.12 The Client agrees that subscription membership does not entitle them to demand unsafe detours, override route decisions, insist on creative control, bypass hazard mitigation, delay emergency action, or request exceptions to safety rules. The Client acknowledges that membership benefits relate solely to pricing and priority—not operational control.

43.13 The Client acknowledges that any misuse of subscription privileges, including entitlement-based behaviour, emotional manipulation, demands for preferential treatment outside policy or disrespect toward operational authority, constitutes breach of service conditions and may result in suspension or termination of membership.

43.14 The Client agrees that **continuity of operational authority** remains with the Company throughout the entire service, regardless of whether transitions occur between driving, filming, courier handling, drone deployment, or movement between locations. The Client accepts that authority does not lapse during transitions.

43.15 The Client acknowledges that authority extends into **preparation phases**, such as equipment setup, drone calibration, courier item assessment, and location selection. The Client agrees that instructions issued during these periods are as binding as instructions given during active service.

43.16 The Client agrees that operational authority continues during **post-service phases**, including post-drop-off communication, courier confirmation, follow-up instructions, or content delivery protocols. The Client acknowledges that ignoring post-service instructions constitutes breach.

43.17 The Client acknowledges that wide-ranging and uninterrupted Company authority is essential for safety, legal compliance, creative viability, equipment protection and professional workflow. The Client therefore agrees that **any challenge to this authority**—direct or indirect—constitutes breach.

43.18 The Client agrees that emotional dissatisfaction, impatience, social pressure, stress, embarrassment, or misunderstanding does not permit them to override, resist or reinterpret operational authority.

43.19 The Client acknowledges that **authority is continuous**, not conditional on context, convenience, comfort, location or emotional state. The Company retains full control of the service environment from initial contact to final disengagement.

43.20 This section forms **Part Nine** of the Service Conditions Framework**, and subsequent sections will introduce the final service condition components, including media-release conditions, lawful compliance across creative environments, and the framework for content usage rights.

SECTION 44.0 – MEDIA RELEASE OBLIGATIONS, CREATIVE DISCRETION RIGHTS, CONTENT USAGE BOUNDARIES, INTELLECTUAL PROPERTY CONDITIONS & CREATIVE OWNERSHIP STRUCTURE (PART 10 OF SERVICE CONDITIONS FRAMEWORK)

44.1 The Client acknowledges, understands and irrevocably agrees that all media produced, captured, created, generated or facilitated by Transportation Me Pty Ltd—whether as part of transportation services, filming services, drone services, photography services, creative direction, social media production or hybrid packages—is subject to a strict media-release and creative-ownership structure. The Client accepts that engaging in any Company service constitutes a binding agreement to follow all content-related rules and restrictions outlined herein.

44.2 The Client acknowledges that the Company retains **full creative discretion** over all media captured during service delivery, including footage, photographs, drone captures, audio recordings, environmental angles, artistic interpretations, stylised compositions, colour grading choices, framing decisions, thematic direction, narrative emphasis, background elements, lighting choices and scene sequencing. The Client agrees that they may not override, restrict, revise or interfere with creative direction unless explicitly permitted under a paid package with defined collaborative rights.

44.3 The Client acknowledges that **creative discretion** includes the right of the Company to determine what is filmed, how it is filmed, what is excluded, what is prioritised, which angles are used, how subjects are framed, how scenes transition, and how final edits present the environment or participants. The Client agrees that creative dissatisfaction does not justify complaint, revision or compensation.

44.4 The Client acknowledges that all media captured by the Company is **owned exclusively** by Transportation Me Pty Ltd unless explicitly transferred in writing. The Client agrees that payment for services grants them only the right to receive final deliverables, not ownership of underlying files, raw footage, proprietary formats, discarded material, unused angles or internal creative assets.

44.5 The Client acknowledges that **raw footage**—including unedited clips, drone flight logs, behind-the-scenes audio, B-roll, partial takes, misfires, misalignment shots, pre-roll sequences and discarded content—is not included unless explicitly purchased as an add-on. The Client accepts that raw content is protected intellectual property and will not be provided by default.

44.6 The Client agrees that final edited deliverables are provided **as-is**, without obligation for unlimited revision, re-editing, re-framing, colour adjustment, soundtrack replacement, shot substitution or creative restructuring unless such revisions are explicitly part of the purchased package. The Client agrees that subjective dissatisfaction does not constitute basis for rework.

44.7 The Client acknowledges that the Company holds an **irrevocable licence** to use, reproduce, edit, publish, or incorporate media into promotional materials, internal documentation, portfolios, marketing, digital showcases or demonstration reels—unless a separate non-release agreement has been executed in writing. The Client agrees that absence of a signed exclusion automatically grants the Company usage rights.

44.8 The Client agrees not to misrepresent, alter, crop, distort, manipulate or selectively publish Company-created media in ways that change context, imply wrongdoing, insinuate negative treatment, fabricate narratives, or portray the Company inaccurately. The Client accepts that such manipulation constitutes a major breach and triggers indemnity.

44.9 The Client acknowledges that **creative environments** may require them to hold poses, maintain expressions, adjust posture, reposition hands or body, walk in specific patterns, remain silent, repeat movements, maintain eye contact or avoid certain behaviours. The Client agrees that non-cooperation constitutes breach and affects their media rights.

44.10 The Client acknowledges that **public filming release conditions** apply whenever the Client voluntarily participates in filming or drone captures in public spaces. The Client agrees that they cannot demand removal of public-environment footage unless required by law, as such footage is captured lawfully under public space permissions.

44.11 The Client acknowledges that **drone footage** may capture wide areas, reflections, unintended background subjects, environmental structures, third-party behaviour and incidental motion. The Client agrees that such captures are lawful and that the Company bears no liability for incidental appearance of individuals or objects not within the Client's control.

44.12 The Client accepts that the Company may use **AI-assisted tools**, colour science, image stabilisation, motion tracking, noise reduction, lens correction, cinematic reframing, or digital enhancement to improve footage. The Client agrees that differences between real life and final edited presentation are expected and do not constitute misrepresentation.

44.13 The Client acknowledges that **audio captured incidentally**—whether environmental, conversational, partial, distorted, incomplete or background—is not guaranteed to be provided, preserved or included in final products. The Client accepts that incidental audio may be recorded without being used.

44.14 The Client agrees that **creative integrity** prohibits disclosure of editing methods, internal workflow decisions, proprietary presets, LUTs, cinematic formulas, staging methodology, drone flight strategy, scene sequencing logic, or any other intellectual process behind the production.

44.15 The Client acknowledges that **media privacy expectations** do not override creative/legal rights; specifically:
incidental recording is not a breach,
public environment capture is lawful,
non-private context audio is permissible,
and voluntary participation constitutes media consent.

44.16 The Client agrees that **paid media packages** may grant additional rights such as limited review opportunities, minor revisions or raw content purchase options, but these rights do not supersede intellectual property laws or the Company's authority.

44.17 The Client acknowledges that the Company retains full authority to **decline requested changes** that compromise creative integrity, legal compliance, brand identity, narrative cohesion or technical feasibility.

44.18 The Client acknowledges that any **attempt to weaponise media**—including using footage to distort events, create fraudulent claims, fabricate misconduct, manipulate public perception, or escalate personal disputes—constitutes severe breach triggering indemnity, legal action and possible reporting to authorities.

44.19 The Client agrees that they will not upload, broadcast or distribute media in ways that violate **platform guidelines, Australian law, copyright requirements or ethical norms**. The Client acknowledges that any violation arising from their use of the content falls within their responsibility alone.

44.20 The Client acknowledges that **intellectual property extends** to all Company-produced works, branding, logos, slogans, creative elements, design language, camera angles, drone motion signatures, editing style, audio treatment, grading style and all proprietary formats. The Client agrees that unauthorised reproduction or imitation constitutes infringement.

44.21 The Client agrees not to reproduce, mimic, replicate or reverse-engineer any Company media, editing style, drone flight behaviour, aesthetic pattern, colour science, overlay style or creative methodology for the purpose of commercial use, competition, personal branding or misrepresentation.

44.22 The Client acknowledges that, unless expressly prohibited by written agreement, the Company maintains **unrestricted rights** to archive footage, store media, retain backups, or use captured material internally for safety, training, documentation, legal defence or operational refinement.

44.23 The Client acknowledges that **removal requests** for media already released publicly are not guaranteed and will only be considered when legally required. Emotional discomfort, embarrassment or post-service regret are not grounds for removal.

44.24 The Client agrees that all **rights, responsibilities, authorisations, consents, licences and restrictions** described in this section survive termination, survive delivery of content, survive expiry of membership, and survive all future disputes. The Client acknowledges that media rights endure indefinitely.

44.25 This section forms **Part Ten** of the Service Conditions Framework**, completing the creative, intellectual and media-governance component of the overall operational rule structure.

SECTION 45.0 – PAYMENT TERMS, FEES, SURCHARGES, NON-COMPLIANCE CHARGES, FINANCIAL RESPONSIBILITY FRAMEWORK, CHARGEBACK PROHIBITIONS & ENFORCEMENT OF MONETARY OBLIGATIONS

45.1 The Client acknowledges, understands and irrevocably agrees that all payments made to Transportation Me Pty Ltd are governed by strict, comprehensive and non-negotiable financial terms designed to protect the operational stability, legal security, commercial integrity and ongoing functionality of the Company. The Client accepts that engaging in any service—whether transportation, courier, drone, media, subscription, or hybrid service—creates immediate and binding financial obligations that cannot be altered, cancelled, waived, refunded, reversed or disputed except where explicitly required by Australian law. The Client further acknowledges that all amounts owed must be paid in full, without deduction, delay, dispute, reinterpretation or emotional influence.

45.2 The Client acknowledges that **the travel or mobilisation fee**, which represents the cost of deployment from the driver's live location to the Client's pickup point, is a core component of the Company's operational pricing. The Client understands that mobilisation begins the moment the booking is accepted and operational resources are committed. The Client accepts that mobilisation fees for non-members are charged at the full advertised rate, whereas members with an active paid subscription receive a permanent and automatic fifty percent reduction of the mobilisation rate. The Client acknowledges that membership discounts do not apply retroactively and do not apply if a subscription payment fails, pauses, lapses, declines or becomes inactive for any reason.

45.3 The Client agrees that mobilisation distance is always calculated **from the real-time physical location of the Company's driver at the moment the booking is accepted**, not from a depot, headquarters, business address or arbitrary starting point. The Client acknowledges that this policy reflects the practical realities of a mobile operational business model and agrees that the Company is not required to justify, prove or disclose the driver's precise location beyond the information necessary for lawful operation.

45.4 The Client acknowledges that mobilisation fees are **never refundable**, regardless of cancellation, dissatisfaction, service refusal, behavioural breach, sudden unavailability, no-show, miscommunication, misunderstanding, change of mind, emotional reasoning, personal circumstances or any other subjective factor. The Client agrees that mobilisation represents a commitment of resources that cannot be undone and therefore remains payable in full.

45.5 The Client agrees that the Company may apply **dynamic pricing**, meaning mobilisation fees, per-kilometre charges, hourly rates, wait times, peak-hour surcharges, last-minute booking fees, long-distance premiums, safety surcharges, environmental hazard surcharges and operational complexity fees may increase based on real-time conditions. The Client acknowledges that dynamic pricing is lawful, commercially reasonable and binding, and that no prior notification is required.

45.6 The Client acknowledges and irrevocably agrees that **100% of the booking amount is charged in the event of any cancellation**, regardless of the time of cancellation, reason for cancellation or circumstances surrounding cancellation. The Client agrees that cancellations represent lost operational capacity, lost scheduling opportunity, lost travel viability, and wasted mobilisation resources. The Client accepts that cancellations do not entitle them to refund, credit, reschedule or compensation of any form.

45.7 The Client agrees that a **no-show** occurs when the Client fails to appear at the pickup point, fails to be ready, fails to respond, or causes sufficient delay that the service cannot proceed safely or legally. The Client acknowledges that all no-shows are charged at **100% of the booking fee** and that no exemptions, refunds or partial credits apply.

45.8 The Client acknowledges that all fees paid to the Company are **strictly non-refundable**, except where mandatory consumer law requires otherwise. The Client agrees that dissatisfaction, emotional discomfort, creative disagreements, subjective dissatisfaction, perceived delay, environmental conditions, misunderstandings, misinterpretations, unsuccessful courier attempts, drone limitations, camera preferences or personal circumstances do not override this no-refund policy.

45.9 The Client agrees that the Company may charge additional **surcharges** for services performed during public holidays, peak seasons, extreme weather, high-risk environments, late-night hours, congested locations, legally restricted areas, environments requiring additional safety measures, or conditions requiring additional travel or preparation. The Client acknowledges that surcharge structures may evolve without notice and are binding at the time of service.

45.10 The Client agrees that the Company may issue **waiting-time charges** if the Client is not prepared at the agreed time. These charges accrue continuously and automatically until the Client appears or the Company terminates the service due to delay. The Client accepts that excessive waiting may trigger termination, with full payment still owed.

45.11 The Client acknowledges that the **\$50 non-compliance fee** is automatically charged whenever the Client breaches any operational instruction, behavioural rule, safety protocol, payment obligation, communication rule, creative environment requirement, or subscription condition. The Client accepts that the fee may be charged multiple times if multiple breaches occur during a single service or during separate stages of service.

45.12 The Client acknowledges and agrees that payment for all services is due **immediately**, whether processed through Stripe, card payment, automated subscription billing, invoice issuance or any other authorised payment method. The Client grants the Company irrevocable authority to charge any saved payment method for outstanding amounts, subscription dues, surcharges, compliance fees, damage repair costs, cleaning costs, mobilisation fees or any additional charges incurred due to their conduct.

45.13 The Client acknowledges that Stripe subscription payments operate on an **automatic recurring billing model**, and that they personally are responsible for ensuring their payment method remains active, funded, valid and compliant with Stripe's authorisation requirements. The Client agrees that failed payments automatically suspend membership benefits, including mobilisation discounts.

45.14 The Client agrees that **chargebacks are strictly prohibited**, and acknowledges that initiating a chargeback without lawful basis constitutes fraud, breach of contract, breach of warranty and deliberate misuse of financial systems. The Client accepts that fraudulent chargebacks will trigger immediate suspension of service, termination of membership, imposition of administrative fees, and the Company's right to recover all associated costs.

45.15 The Client acknowledges that chargeback misuse includes claiming dissatisfaction as a basis for reversal, disputing valid charges, alleging non-delivery of correctly delivered digital files, denying participation in services documented by timestamps, or misrepresenting facts to banks. The Client agrees that all such behaviours constitute deliberate financial misconduct.

45.16 The Client acknowledges that in the event of a chargeback, the Company is entitled to recover **the full amount disputed**, plus all dispute fees charged by Stripe or the banking institution, plus administrative labour costs, plus legal fees associated with investigation, plus any additional operational losses.

45.17 The Client agrees that overdue amounts may incur **interest**, calculated at the maximum rate permitted by Queensland law, accruing daily until paid. The Client further agrees that overdue accounts may be forwarded to a **debt recovery agency**, and that all associated fees, commissions, administrative charges, external enforcement costs and legal costs become payable by the Client.

45.18 The Client acknowledges that they may be charged **administrative processing fees** for additional labour required due to their conduct, including repeated invoicing, repeated reminders, reconciliation due to disputes, excessive communication, manual subscription correction, or time spent addressing avoidable issues.

45.19 The Client agrees that **legal costs** incurred by the Company in attempting to recover unpaid debts, challenge chargebacks, address fraudulent claims, respond to false allegations or enforce contractual obligations shall be borne entirely by the Client, including solicitor fees, filing fees, transport costs, administrative hours, and any other related expenses.

45.20 The Client acknowledges that **damage charges**, contamination charges, cleaning charges, replacement costs and downtime compensation must be paid immediately upon invoice, and that refusal or delay constitutes further breach. The Client agrees that the Company may charge any saved payment method to recover these costs.

45.21 The Client agrees that payment obligations **survive termination of service**, meaning they remain payable even if the service is halted due to Client behaviour, environmental conditions, refusal to comply, or operational risks caused by the Client.

45.22 The Client acknowledges that all **price estimates**—including verbal estimates, informal messages, previews, approximations or indicative values—are strictly non-binding, and that the final charge is determined solely by actual operational circumstances as assessed by the Company.

45.23 The Client agrees that **disputes must be lodged privately**, respectfully and factually, and that attempts to manipulate payment obligations through emotional pressure, public posting, negative reviews, threats, blackmail, or social-media retaliation constitute breach and trigger indemnity obligations.

45.24 The Client acknowledges that subscription payments represent **annual or ongoing financial commitments**, and that minimum-term obligations (including the 12-month minimum) remain enforceable even if the Client ceases using the service. The Client agrees that early termination triggers immediate payment of all remaining amounts owed for the minimum term.

45.25 The Client agrees that **discounts, promotions or goodwill gestures** may be offered at the Company's discretion but do not represent ongoing entitlement, expectation or precedent.

45.26 The Client acknowledges that the Company is not required to provide **receipts, itemised breakdowns or detailed justifications** beyond what is necessary for legal compliance. The Client accepts that financial transparency beyond regulatory requirements is discretionary.

45.27 The Client agrees that all monetary obligations outlined in this section **survive indefinitely**, regardless of dispute status, service termination, lapse of time, subscription expiry, or relationship conclusion.

45.28 This section forms **Part Eleven** of the Master Disclaimer and shall be interpreted with the broadest possible protective effect in favour of the Company.

SECTION 46.0 – SUBSCRIPTION TERMS, MEMBERSHIP CONDITIONS, BILLING AUTHORISATION, BENEFIT LIMITATIONS, SUSPENSION RIGHTS & CONTINUITY OF FINANCIAL OBLIGATIONS (PART 12 OF THE MASTER DISCLAIMER)

46.1 The Client acknowledges, understands and irrevocably agrees that all subscription products offered by Transportation Me Pty Ltd constitute **binding financial contracts** with strict minimum-term obligations, automated billing cycles, ongoing renewal mechanisms, and legally enforceable payment requirements. The Client accepts that subscription status carries with it both privileges and responsibilities, and that failure to comply with any part of the subscription framework results in automatic suspension of benefits, activation of non-compliance fees, and the Company's right to recover outstanding amounts by any lawful means necessary.

46.2 The Client agrees that every subscription offered by the Company includes a **mandatory minimum 12-month commitment**, regardless of actual usage, change in personal circumstances, dissatisfaction, geographic relocation, altered employment conditions, emotional reasoning, or any external factor that may influence their desire or ability to continue the subscription. The Client acknowledges that minimum terms are required to support operational stability, pricing fairness, membership benefits, administrative continuity and cost efficiency.

46.3 The Client acknowledges that subscription payments are processed exclusively through **Stripe's automated recurring billing system**, and that by enrolling in a subscription, the Client grants the Company continuous, irrevocable, and unrestricted authority to bill their nominated payment method for all subscription payments, fees, surcharges, penalties, non-compliance payments, and any amounts arising under this Disclaimer or the Terms of Service. The Client accepts that billing authority remains in force until all outstanding amounts, including minimum-term obligations, are fully satisfied.

46.4 The Client acknowledges that subscription pricing, membership benefits, mobilisation discounts, administrative privileges, priority booking rights, queue advantages, and any other incentives associated with membership are **conditional upon the subscription remaining fully active, funded, unpaid, and unfailed at all times**. The Client accepts that any failed payment, declined card, expired card, insufficient funds, manual cancellation, chargeback attempt, or interruption to automated billing results in **immediate suspension of benefits**.

46.5 The Client agrees that a suspended membership does not relieve them of the **legal responsibility to continue payments** for the entire minimum term. The Client acknowledges that membership suspension is a consequence of non-payment, not a release from contract. The Client further agrees that service access and benefits will not be reinstated until outstanding amounts are paid in full, and billing authority is restored.

46.6 The Client acknowledges that the **50% mobilisation discount for members** applies exclusively to Clients with an active, paid, unfailed subscription. The Client agrees that the Company is not obligated to retroactively apply the discount, compensate for lost discounts, or credit differences when the Client's subscription was inactive, partially active, payment-failed, suspended or in dispute.

46.7 The Client acknowledges that subscription benefits **never override safety rules, creative discretion, operational authority, behavioural requirements or financial obligations**. The Client agrees that membership is a privilege, not bargaining power. The Client understands that attempts to weaponise membership status—such as demanding unlawful exceptions, attempting to pressure operational staff, insisting on unsafe routes, or expecting special treatment—constitute breach of this Disclaimer.

46.8 The Client agrees that any attempt to cancel a subscription during the minimum term, including through bank cancellation, Stripe cancellation, card removal, chargeback, digital manipulation, or passive inaction, shall be treated as an **early termination breach**, triggering immediate invoicing for all remaining months of the minimum term. The Client acknowledges that these amounts must be paid in full on the date of breach.

46.9 The Client acknowledges that **chargeback attempts** on subscription payments constitute fraudulent activity, breach of contract, misuse of financial systems, and deliberate evasion of obligations. The Client accepts that any chargeback will result in immediate termination of benefits, activation of administrative recovery fees, and pursuit of the full remaining minimum-term balance.

46.10 The Client agrees that subscription benefits may be **modified, updated, reduced or expanded** at the discretion of the Company, and that such changes do not invalidate the subscription contract or entitle the Client to refunds, cancellation rights or compensation. The Client acknowledges that subscription features evolve to improve operational efficiency, fairness, compliance and scalability.

46.11 The Client acknowledges that **pricing updates** may apply to subscription renewals, and that the Company may adjust rates as required by economic conditions, operational costs, legal obligations or strategic adjustments. The Client agrees that updated pricing applies automatically to renewals unless legally prohibited.

46.12 The Client acknowledges that subscription benefits are **non-transferable**, meaning they cannot be shared, sold, gifted, loaned or transferred to other individuals, businesses or parties without explicit written consent from the Company. The Client accepts that misuse of benefits constitutes breach and may result in immediate termination of membership.

46.13 The Client agrees that participating as a subscription member constitutes their acceptance of all ongoing **privacy, data, financial, operational and behavioural** obligations, and that membership requires compliance with all communication, identification and verification requirements deemed necessary by the Company.

46.14 The Client acknowledges that **membership does not guarantee availability**, priority booking does not guarantee immediate service, and operational realities may limit service at certain times. The Client agrees that subscription benefits represent prioritisation, not entitlement to immediate service or guaranteed delivery under all circumstances.

46.15 The Client agrees that subscription members are **not exempt from surcharges**, emergency fees, dynamic pricing, travel multipliers, hazard costs, or any other operationally necessary fees. The Client acknowledges that membership discounts apply where specified, not universally.

46.16 The Client acknowledges that failure to update billing information, failure to maintain adequate funds, or failure to respond to subscription-related communication constitutes a voluntary breach that does not absolve the Client of financial responsibility. The Client agrees that payments may be attempted repeatedly as permitted by Stripe's billing logic.

46.17 The Client acknowledges that subscriptions may be paused only at the Company's discretion, subject to conditions, and that pausing does not halt minimum-term obligations. The Client agrees that pausing membership is a goodwill concession, not a contractual right.

46.18 The Client agrees that **the Company may terminate a subscription** for behavioural misconduct, digital harassment, unsafe behaviour, fraudulent activity, breaches of service conditions, misuse of benefits, or any conduct deemed incompatible with continued membership. The Client acknowledges that termination does not eliminate minimum-term payment obligations.

46.19 The Client acknowledges that **membership is not a right**, and the Company may decline to renew a subscription at the end of the term, revoke membership privileges, or refuse future enrolment at its discretion. The Client accepts that membership continuation is contingent upon behaviour and compliance.

46.20 The Client acknowledges that subscription payments, fees, penalties, compliance fines, surcharges, and remaining minimum-term obligations **survive termination, dispute, chargeback, cancellation attempts and cessation of service**. The Client agrees that their financial responsibilities under this section continue indefinitely until satisfied in full.

46.21 This section forms **Part Twelve** of the Master Disclaimer and shall be interpreted broadly in favour of Transportation Me Pty Ltd, ensuring maximum enforceability of subscription obligations, payment responsibilities and continuing financial liability.

SECTION 47.0 – DATA SECURITY REPRESENTATIONS, “ENCRYPTED SERVICE” MARKETING DISCLOSURE, PRIVACY LIMITATIONS, DEVICE RECORDING CONDITIONS, DATA LOSS DISCLAIMER & TECHNOLOGICAL RISK ALLOCATION (PART 13 OF THE MASTER DISCLAIMER)

47.1 The Client acknowledges, understands and irrevocably agrees that all references made by Transportation Me Pty Ltd to the service being **“encrypted,” “secure,” “protected,” “confidential,” “private,” or any similar terminology** are strictly **marketing descriptions** intended to highlight the Company's commitment to privacy-conscious operational culture, and are not, and must not be interpreted as, legally binding promises, technical guarantees, digital certifications, cybersecurity warranties, absolute encryption assurances, or representations that eliminate the inherent risks associated with electronic systems, cloud platforms, communication devices, GPS-related technologies, digital storage, or environmental exposure. The Client accepts that such language does not create liability for the Company under any circumstances.

47.2 The Client agrees and acknowledges that all digital systems—including but not limited to smartphones, GPS modules, vehicle-based systems, internal applications, recording devices, data storage tools, wireless transmissions, mobile networks, cloud backups, email platforms, third-party integrations such as Stripe, Google services, booking software, automated messaging systems, and operational apps—carry unavoidable technological vulnerabilities. These vulnerabilities may include data interruption, data corruption, unauthorised third-party access, cyber-attacks, software errors, hardware malfunctions, environmental interference, network instability, or operational limits inherent to digital platforms. The Client agrees that the Company bears no liability for any such vulnerabilities.

47.3 The Client acknowledges that **no digital or physical system can be guaranteed to be flawless, immune from hacking, immune from interception, immune from third-party intrusion, or absolutely secure**, and that the Company offers no warranties, express or implied, regarding absolute security, encryption integrity, confidentiality permanence, or technological infallibility. The Client accepts full responsibility for limiting the disclosure of sensitive information during communications, knowing that digital channels involve inherent risk.

47.4 The Client agrees that the Company may use **industry-standard security practices**, commercially reasonable storage practices, password protections, secure communication channels, restricted-access devices, and procedural safeguards to protect operational data, client information, booking information and payment details. However, the Client acknowledges that even commercially reasonable efforts cannot eliminate all cybersecurity risk, and therefore the Client agrees to hold the Company harmless for all matters relating to data exposure, technological failures or any other digital compromise outside the Company's direct control.

47.5 The Client acknowledges that **dash-mounted systems**, internal logging tools, and vehicle-based technologies may intermittently or incidentally record audio, video, ambient sound, environmental noise, movement data, GPS pathways, or internal cabin events. The Client agrees that such recordings are not guaranteed, not promised, not continuous, not reliable for evidentiary purposes, and not maintained beyond internal operational windows unless legally required. The Client accepts that storage limits, overwrite cycles, battery depletion, temperature sensitivity and technical faults may prevent recordings from being captured or retained.

47.6 The Client agrees that **any incidental recording that does occur is for safety, operational clarity and internal administrative purposes only**. The Client acknowledges that all recordings (if captured) are the exclusive property of the Company and may not be requested, demanded, accessed or reproduced by the Client except when disclosure is required by lawful authority or statute. The Client further agrees that recordings may be overwritten automatically within 24 hours or less due to device limits, and therefore cannot be relied upon for dispute resolution.

47.7 The Client acknowledges that the Company does not guarantee the preservation, quality, availability or retrieval of any recording, and that technological failure—whether caused by environmental heat, battery drain, file corruption, accidental deletion, device malfunction, firmware errors, or overwritten content—does not constitute negligence, misconduct, breach or liability. The Client accepts that data loss is a natural outcome of limited-capacity devices.

47.8 The Client acknowledges that in the event of a safety incident, behavioural breach, conflict, dispute, emergency event or legal obligation, the Company may **retain, preserve or supply relevant recordings or logs** to authorities or legal representatives. The Client agrees that such disclosures are lawful and necessary, and that they waive any claim of confidentiality regarding incidental recordings captured during service.

47.9 The Client agrees that the Company may process, store, transmit, back up or internally reference basic operational data such as booking times, locations, pickup details, communication logs, payment confirmations, behavioural notes, courier declarations, equipment configuration logs, drone metadata, or internal staff commentary. The Client accepts that such data is essential for risk mitigation, legal compliance, training, insurance, dispute resolution and service improvement.

47.10 The Client acknowledges that **payment processors**, including Stripe, operate independently from the Company and maintain their own privacy, security and compliance frameworks. The Client agrees that the Company is not liable for any data processing, retention, encryption practices, cyber incidents, security breaches, transactional errors, or identity verification processes executed by Stripe or any third-party provider.

47.11 The Client agrees that the Company is not responsible for any **data interception, monitoring, logging or retention performed by mobile networks, cloud services, email providers, internet service providers, device manufacturers, operating systems, app stores, software updates or any external platform** used in the course of service delivery. The Client acknowledges that such systems are outside the Company's control.

47.12 The Client agrees that the Company may communicate using SMS, email, digital platforms, voice notes or app-based messaging, and that these channels carry no guarantee of encryption, protection against third-party monitoring, or immunity from accidental disclosure. The Client acknowledges that they voluntarily choose to communicate through these channels and assume all associated risks.

47.13 The Client acknowledges that **privacy expectations do not override operational transparency requirements**, meaning the Company may internally document behavioural incidents, no-shows, cancellations, safety breaches, and payment failures for the purpose of protecting staff, ensuring compliance, maintaining operational integrity, and preparing defence materials should a dispute arise. The Client agrees that such internal documentation forms part of lawful business operations.

47.14 The Client agrees that the Company bears no liability for the Client's own **digital behaviour**, including sending sensitive information, using unsecured networks, handing devices to third parties, storing data insecurely, failing to update passwords, or unintentionally exposing communications.

47.15 The Client acknowledges that the Company's use of the terms "**encrypted,**" "**security-focused,**" "**privacy-first,**" "**confidential,**" "**protected,**" "**safe,**" or **similar descriptors** does not alter or expand legal liability, does not imply technical guarantees, and must not be interpreted as a cybersecurity assurance. The Client accepts that these labels are marketing characteristics rather than engineering claims.

47.16 The Client agrees that all technological risks, recording limitations, encryption imperfections, and digital vulnerabilities **are assumed entirely by the Client** as part of their voluntary engagement with Company services. The Client acknowledges that these risks cannot be eliminated and that their choice to proceed constitutes informed consent.

47.17 This section forms **Part Thirteen** of the Master Disclaimer and shall be interpreted as broadly as necessary to maximise the legal protection of Transportation Me Pty Ltd regarding all privacy, data, recording, encryption and technological-risk matters.

SECTION 48.0 – LIMITATIONS OF LIABILITY, ASSUMPTION OF RISK, WAIVER OF CLAIMS, CONSEQUENTIAL LOSS EXCLUSION, THIRD-PARTY BEHAVIOUR DISCLAIMER & GLOBAL RISK TRANSFER (PART 14 OF THE MASTER DISCLAIMER)

48.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd, its directors, officers, employees, contractors, affiliated entities, agents, partners, subsidiaries, suppliers and associates (collectively "the Company") shall bear **no liability whatsoever** for any injury, loss, damage, inconvenience, delay, emotional distress, embarrassment, reputational harm, financial impact, missed opportunity, consequential loss, incidental loss, indirect loss, or unforeseeable loss suffered by the Client or any third party in connection with the services provided, the environment in which services are conducted, or the conduct of individuals associated with the Client. The Client agrees that they assume full and complete responsibility for all risks inherent in using the Company's services, whether such risks are obvious, hidden, predictable, unpredictable, physical, environmental, creative, technological, behavioural or incidental.

48.2 The Client acknowledges that engaging in transportation, courier, drone, filming, photography, media, subscription or hybrid services inherently involves **physical movement, public exposure, environmental unpredictability, technological dependency, human factors and creative variability**, all of which carry unavoidable risk. The Client agrees that their participation in any service constitutes voluntary acceptance of all such risks, and that no part of the service environment can ever be guaranteed to be risk-free.

48.3 The Client acknowledges that vehicles may be affected by traffic conditions, road surface conditions, weather, driver behaviour of other road users, mechanical factors, route unpredictability, public crowding, construction sites, law enforcement activity, altered traffic patterns, or sudden environmental changes. The Client agrees that the Company is not responsible for delays, route deviations, extended travel time, or any inconvenience resulting from these variables.

48.4 The Client acknowledges that **public filming or drone use** exposes participants to public observation, commentary, reactions, unsolicited interactions, bystander interference, or unexpected environmental hazards. The Client agrees that the Company is not liable for any emotional, social, reputational or psychological impact resulting from public exposure during filming or service performance.

48.5 The Client agrees that **drone flight carries inherent risks**, including environmental interference, wind gusts, sudden downdrafts, reflections, GPS variance, electromagnetic interference, loss of signal, battery limitations, airborne debris, mechanical failure or unexpected flight behaviour. The Client accepts that these risks cannot be eliminated and that the Company is not liable for any physical injury, property damage or incidental occurrence linked to drone activity, whether or not the drone is under manual control, automated control or fails unexpectedly.

48.6 The Client acknowledges that creative environments involve **lighting, movement, heat, equipment placement, reflective surfaces, drones overhead, cables on the ground, motion sequences, posing, balancing, noise, timing shifts and environmental distractions**, all of which may pose physical or situational risk. The Client assumes full responsibility for maintaining awareness, following instructions and avoiding hazards.

48.7 The Client agrees that **courier services** inherently involve the risk of item damage, miscommunication, mislabelling, temperature sensitivity, structural failure, leakage, third-party mishandling, environmental exposure or internal faults within items. The Client acknowledges that the Company is not liable for damage to courier items unless caused deliberately by Company personnel, and further acknowledges that the Company bears no liability for items improperly packaged, inaccurately described, unlawfully transported or structurally unstable.

48.8 The Client acknowledges that **third-party behaviour** is unpredictable and outside the Company's control. This includes public crowds, pedestrians, animals, bystanders, building security, police, intoxicated individuals, emotionally volatile individuals, private property owners, traffic participants, other drivers, courier recipients or any person located near or within the service environment. The Client agrees that the Company bears no liability for the conduct, reactions, negligence, actions or inactions of third parties.

48.9 The Client agrees that **companions introduced by the Client**—including friends, partners, colleagues, family members, associates, invited guests or anyone who accompanies them—fall entirely under the Client's responsibility. The Client acknowledges that they assume full liability for any harm, damage, disruption, behavioural misconduct or breach caused by these individuals, regardless of whether the Client anticipated their behaviour.

48.10 The Client acknowledges and agrees that the Company is not responsible for **personal belongings**, including phones, wallets, clothing, accessories, jewellery, filming props, bags, electronics or any items the Client brings into the service environment. The Client agrees that belongings may be lost, damaged, forgotten, stained, broken or exposed to environmental conditions, and that the Company bears no responsibility for such outcomes.

48.11 The Client acknowledges that **technological systems** used by the Company—such as mobile apps, messaging platforms, cloud systems, navigation tools, booking software, data storage solutions or communication devices—may malfunction, freeze, drop connectivity, misroute data, misreport location or suffer errors. The Client agrees that the Company is not responsible for any consequence resulting from such malfunction, including delays, missed messages, billing disruptions or miscommunication.

48.12 The Client agrees that **services performed outdoors** may be influenced by wind, rain, humidity, cold, heat, sun exposure, fog, uneven terrain, noise, dust, glare, shadows, insects, animals or natural hazards. The Client acknowledges that environmental conditions may limit filming quality, drone ability, courier handover safety or transportation comfort, and that the Company is not responsible for such factors.

48.13 The Client acknowledges that **creative results may vary** depending on lighting, weather, the Client's appearance, clothing choices, facial expressions, emotional state, companions' behaviour, public environment, equipment limitations or unforeseen influences. The Client agrees that the Company is not liable if creative outcomes differ from the Client's expectations.

48.14 The Client agrees that they assume all responsibility for **health conditions**, including dizziness, fatigue, stress, anxiety, injuries, motion sensitivity, vulnerability to heat or cold, allergic reactions, physical limitations, or undisclosed medical conditions. The Client acknowledges that the Company is not responsible for health incidents arising from participation in services.

48.15 The Client acknowledges that in the event they fail to comply with instructions, move unpredictably, ignore safety guidance, or behave disruptively, they bear full liability for any injury, damage, equipment harm or disruption caused. The Client agrees that non-compliance eliminates any potential claim against the Company.

48.16 The Client agrees that the Company shall not be liable for **loss of opportunity**, such as missing a scheduled event, being late for an appointment, failing to capture desired footage, missing a delivery window, or failing to achieve expected creative outcomes. The Client acknowledges that timing can be influenced by factors beyond the Company's control.

48.17 The Client acknowledges that the Company bears no responsibility for **indirect, incidental, special, exemplary, consequential or punitive damages**, including loss of income, business interruption, loss of profits, emotional distress, reputational damage, relationship conflict, social consequences, inconvenience, replacement costs or personal dissatisfaction.

48.18 The Client agrees that **any claim for compensation, reimbursement or damages is expressly waived**, except where mandatory consumer laws apply. The Client acknowledges that they voluntarily waive their right to bring any claim, suit, demand or legal action against the Company for incidents arising during or in relation to the service, except where Australian law prohibits waiver.

48.19 The Client acknowledges that **risk transfer** is a core component of this Disclaimer, meaning all personal risk, property risk, environmental risk, technological risk, social risk, behavioural risk, creative risk and incidental risk rests solely with the Client. The Client agrees that the Company bears no responsibility for these risks and is fully indemnified against claims arising from them.

48.20 The Client agrees that this section shall be enforced to the **fullest extent permitted under Queensland and Australian law**, and that any provision found unenforceable in one context shall remain enforceable in all others, preserving the overall protective effect in favour of the Company.

48.21 This section forms **Part Fourteen** of the Master Disclaimer and establishes the Company's overarching limitation of liability structure, which supports and reinforces all other sections contained within this document.

SECTION 49.0 – INDEMNITY OBLIGATIONS, CLIENT RESPONSIBILITY FOR THIRD-PARTY ACTIONS, FALSE CLAIMS PROTECTION, LEGAL DEFENCE RIGHTS, COST RECOVERY FRAMEWORK & MISCONDUCT LIABILITY TRANSFER (PART 15 OF THE MASTER DISCLAIMER)

49.1 The Client acknowledges, understands and irrevocably agrees that they shall fully, unconditionally and permanently **indemnify, defend and hold harmless** Transportation Me Pty Ltd, including its directors, officers, employees, contractors, agents, service partners, affiliates, insurers and associated entities (collectively "the Indemnified Parties"), against **any and all loss, damage, liability, claim, demand, complaint, allegation, dispute, cost, expense, proceeding, regulatory action, penalty or adverse outcome of any nature whatsoever**, whether direct or indirect, arising out of or connected to:

- their conduct,
- their decisions,
- their omissions,
- their bookings,
- their communications,
- their behaviour,
- their misuse of services,
- their breach of this Disclaimer,
- their breach of the Terms of Service,
- or the behaviour of any individual they introduce into the service environment.

49.2 The Client agrees that this indemnity applies regardless of whether the underlying incident originated during transportation, courier handling, drone operation, filming, photography, subscription engagement, payment activity, communication exchange, or any hybrid interaction facilitated by the Company. The Client acknowledges that indemnity obligations persist even when the Client disagrees with the Company's assessment, disputes the factual basis of an incident, or claims emotional justification for their conduct.

49.3 The Client acknowledges that they are **fully responsible for the behaviour, actions, decisions, movements, language, emotional volatility, physical interference, aggression, intoxication, misconduct, damage-causing behaviour, property interference or safety breaches** committed by any third party they invite, accompany, introduce, or allow to participate in or influence the service environment. The Client agrees that these individuals are considered extensions of the Client for liability purposes and that any misconduct by these individuals transfers full legal and financial responsibility directly to the Client without exception.

49.4 The Client agrees that if a companion, friend, partner, associate, family member, courier recipient, or any third party interacts with the Company's personnel or property in a manner that is disruptive, disrespectful, unsafe, negligent, aggressive, manipulative, or in breach of service rules, the Client is solely liable for all resulting damage, costs, penalties, enforcement actions or termination consequences. The Client acknowledges that the Company is not obligated to distinguish between Client and companion liability; all such liability funnels directly to the Client.

49.5 The Client acknowledges that **false claims, fabricated allegations, exaggerated statements, manipulated narratives, selective screenshots, edited recordings, or misleading representations** made against the Company—whether to banks, law enforcement, regulatory bodies, social media platforms, review sites, followers, friends, acquaintances or online communities—constitute serious misconduct and deliberate reputational harm. The Client agrees that any such actions trigger immediate indemnity obligations and justify aggressive recovery of all damages.

49.6 The Client agrees that in the event of **false or misleading claims**, the Company may collect and present any relevant material—including internal logs, digital communications, timestamps, location data, staff statements, incidental recordings, booking records or operational documentation—to dispute such claims. The Client acknowledges that they waive any right to claim infringement or breach of privacy arising from the Company defending itself against false allegations.

49.7 The Client acknowledges that if they initiate legal, financial, regulatory or public-facing action based on **false, misleading or incomplete information**, and such action results in reputational harm, financial loss, operational disruption, legal costs or administrative burden to the Company, the Client shall be fully liable for the entire extent of damage suffered, including potential long-term brand harm and loss of business opportunity.

49.8 The Client agrees that indemnity includes the obligation to fully cover **all legal defence costs** incurred by the Company, including solicitor fees, barrister fees, filing fees, mediation fees, expert assessments, administrative hours, operational disruption, travel expenses, witness expenses and any other cost associated with defending against claims brought by or caused by the Client.

49.9 The Client acknowledges that indemnity obligations extend to **public allegations**, including negative reviews, defamatory posts, social media commentary, online hostility, coordinated campaigns, message-based harassment, TikTok videos, Instagram stories, reposted screenshots, edited footage, or any attempt to weaponise digital platforms to pressure, threaten, harm or discredit the Company.

49.10 The Client agrees that any conduct intended to shame, humiliate, embarrass, manipulate, intimidate, pressure, provoke, damage, or socially disadvantage the Company constitutes an automatic breach of this Disclaimer, triggering full indemnity and the Company's right to pursue legal action for defamation, economic loss, reputational damage, or contract interference.

49.11 The Client acknowledges that indemnity covers **all third-party claims** arising from the Client's conduct, including claims made by:
bystanders,
courier recipients,
property owners,
drivers of other vehicles,
security personnel,
event staff,
public witnesses,
or any person impacted by the Client's behaviour.
The Client agrees that the Company shall not be responsible for defending or compensating third parties for incidents caused or initiated by the Client.

49.12 The Client agrees that indemnity extends to **property damage**, whether caused to the Company's equipment, the Company's vehicle, public property, private property, drone-impact damage, filming-related interference, accidental collisions, dropped items, tripping hazards or any other incident linked to the Client's behaviour or negligence.

49.13 The Client acknowledges that indemnity covers **economic loss**, including lost business hours, cancelled bookings, equipment downtime, drone recalibration periods, vehicle off-road periods, staff time diverted to dispute resolution, insurance premium increases, administrative costs and reputational recovery efforts.

49.14 The Client agrees that if the Company must spend time responding to, investigating, defending against, documenting, correcting or clarifying matters caused by the Client, the Client shall be liable for **administrative recovery costs**, including internal labour charged at commercially reasonable hourly rates determined solely by the Company.

49.15 The Client acknowledges that indemnity extends to circumstances where the Client's conduct forces the Company to terminate a service, decline a booking, reposition to a safer environment, abandon a shoot, abort a drone flight, modify a planned route, or suspend operational duties. The Client agrees that they alone bear responsibility for losses resulting from such interruptions.

49.16 The Client agrees that indemnity obligations **survive indefinitely**, including after the service concludes, after the booking ends, after the subscription terminates, and after any dispute is resolved. The Client acknowledges that indemnity is continuing, binding and enforceable in perpetuity for events arising during or connected to the service.

49.17 The Client acknowledges that indemnity includes responsibility for the Company's **insurance excess**, should any claim be lodged due to the Client's behaviour, and further agrees that the Client must compensate the Company for any future insurance premium increases, loss of coverage, administrative burdens or investigations triggered by Client-related incidents.

49.18 The Client agrees to indemnify the Company for **any penalties, fines, legal actions or regulatory consequences** imposed due to the Client's actions, including unlawful courier items, improper conduct in public spaces, trespass, refusal to follow lawful orders, or causing the Company to be questioned by authorities.

49.19 The Client acknowledges that indemnity includes responsibility for **all consequences of emotional manipulation**, including false distress signals, staged incidents, dramatic exaggeration, or attempts to provoke the Company into unsafe or unlawful behaviour. The Client agrees that emotional misconduct is treated as deliberate breach.

49.20 This section forms **Part Fifteen** of the Master Disclaimer and operates as a comprehensive shield that transfers all risk, liability, responsibility, cost and legal exposure arising from Client conduct entirely to the Client, ensuring the maximum possible protection for Transportation Me Pty Ltd under Queensland and Australian law.

SECTION 50.0 – GOVERNING LAW, JURISDICTION, SEVERABILITY, INTERPRETATION, ENFORCEMENT MECHANISMS, SURVIVAL OF OBLIGATIONS & CONTINUITY OF LEGAL AUTHORITY (PART 16 OF THE MASTER DISCLAIMER)

50.1 The Client acknowledges, understands and irrevocably agrees that all services provided by Transportation Me Pty Ltd, and all legal documents, disclaimers, agreements, terms, conditions, representations, obligations, liabilities, waivers, indemnities, rights, responsibilities and enforcement powers arising from or connected to the Company's operations, shall be governed exclusively by the **laws of Queensland, Australia**, and, where applicable, the federal laws of the Commonwealth of Australia. The Client further acknowledges that this governing law applies regardless of where the Client resides, where the service is performed, where the Client travels from or to, or where any digital communication takes place.

50.2 The Client irrevocably agrees that **all disputes, claims, proceedings, applications, enforcement actions, debt recovery matters, indemnity triggers, or legal controversies of any kind** shall be heard exclusively in the courts, tribunals and dispute-resolution bodies located in Queensland, Australia. The Client waives any right to claim inconvenience, alternative venue preference, lack of connection to Queensland, or any assertion that another jurisdiction would be more appropriate. The Client acknowledges that agreeing to be bound by Queensland jurisdiction is a condition of receiving services from the Company.

50.3 The Client agrees that **venue and forum selection are not negotiable**, and that attempts to initiate proceedings, complaints, claims, chargeback disputes or legal challenges in any other jurisdiction constitute a deliberate breach of this Disclaimer. The Client acknowledges that such actions do not diminish the Company's right to enforce the Queensland jurisdiction clause fully and aggressively.

50.4 The Client acknowledges that any question regarding the **interpretation** of this Disclaimer shall be resolved in favour of enforcing the intention of Transportation Me Pty Ltd to protect itself against liability, risk, misconduct, financial loss, reputational harm, operational disruption and third-party interference. The Client agrees that ambiguous or unclear language must be interpreted in a way that maximises the Disclaimer's protective effect.

50.5 The Client acknowledges that **typos, errors, formatting irregularities, drafting imperfections or minor inconsistencies** in this document do not invalidate its meaning, purpose, enforceability or effect. The Client agrees that the substance of the clauses prevails over form, and that the intent of the Company is the primary interpretive guide in any dispute.

50.6 The Client agrees that if any provision of this Disclaimer is found by a court or tribunal to be **invalid, unlawful, unenforceable or partially unenforceable**, that provision shall be severed to the minimum extent necessary to preserve legality, while the remainder of the Disclaimer shall continue in full force and effect. The Client acknowledges that unenforceability of one clause does not impact the enforceability of any other clause.

50.7 The Client agrees that **no waiver** by the Company of any right, clause, breach, behaviour, obligation or enforcement action shall be considered a permanent or ongoing waiver unless explicitly stated in writing. The Client acknowledges that failure by the Company to immediately enforce a clause does not constitute forfeiture of enforcement rights in the future.

50.8 The Client agrees that the Company retains the absolute right to enforce any clause of this Disclaimer **at any time**, regardless of whether prior breaches were tolerated, overlooked, informally resolved or not escalated. The Client acknowledges that enforcement is at the Company's sole discretion.

50.9 The Client agrees that **communications, actions, silence, delays, customer service gestures, goodwill accommodations, statements made by staff, or any form of leniency** do not constitute legal modifications to this Disclaimer. Only written amendments issued by the Company, explicitly signed and dated, may alter this document.

50.10 The Client acknowledges that the obligations, waivers, indemnities, responsibilities, debts, financial commitments, legal exposures, behavioural expectations, risk assumptions and liability transfers stated in this Disclaimer are **continuing obligations** that remain in full effect even after service concludes, membership ends, payment processing finishes, disputes arise, communication ceases or the Client attempts to disengage from the relationship.

50.11 The Client agrees that obligations relating to **indemnity, liability, payment enforcement, debt recovery, intellectual property, media rights, confidentiality, behavioural breaches, financial responsibility, membership dues and damage charges** survive termination in perpetuity and remain enforceable as long as required to protect the Company's legal and financial interests.

50.12 The Client acknowledges that **electronic communication**, including email, SMS, digital messaging, app-based correspondence, automated notifications or transactional documentation, may serve as formal notice for the purpose of enforcing this Disclaimer. The Client agrees that they are responsible for monitoring these channels and that failure to review messages does not invalidate notice.

50.13 The Client agrees that the Company may pursue **any and all enforcement mechanisms** available under Queensland and Australian law, including but not limited to debt recovery processes, civil litigation, enforcement hearings, garnishment applications (where lawful), asset tracing, statutory demands, or magistrate proceedings. The Client acknowledges that aggressive enforcement may occur without additional warning if they breach financial or behavioural obligations.

50.14 The Client acknowledges that they may not bring any legal claim against the Company unless they have first provided written notice to the Company and allowed a reasonable period for response. The Client agrees that this mandatory notice requirement is a condition precedent to initiating any form of dispute process.

50.15 The Client agrees that **they alone are responsible** for ensuring that they understand the terms of this Disclaimer before engaging in any service. The Client acknowledges that failure to read, failure to understand, or failure to interpret the document correctly does not limit its enforceability.

50.16 The Client acknowledges that the Company is not responsible for explaining the Disclaimer in simplified language, unless required by law, and that it is the Client's responsibility to obtain legal advice should they believe clarification is necessary. The Client agrees that continuing with the service constitutes acknowledgment of comprehension and consent, regardless of whether they actually read the document.

50.17 The Client acknowledges that any **attempt to circumvent, rewrite, reinterpret, misrepresent, selectively quote, or strategically ignore** parts of this Disclaimer shall be considered a deliberate breach. The Client agrees that such conduct reinforces, rather than weakens, the Company's right to enforce the Disclaimer in its entirety.

50.18 The Client agrees that this Disclaimer must be applied **holistically**, and that attempts to isolate phrases, extract selective language, or reinterpret clauses separately from their structural context are invalid. The Client acknowledges that the document's meaning emerges from its combined legal structure.

50.19 The Client acknowledges that **continuity of contract** applies, meaning this Disclaimer continues to govern the Client's relationship with the Company across all bookings, subscriptions, interactions, communications and engagements, unless explicitly replaced by a newer version issued by the Company.

50.20 The Client agrees that the Company may update or replace this Disclaimer at any time, and that the updated version becomes enforceable immediately upon publication or distribution. The Client acknowledges that it is their responsibility to review updates, and their continued engagement signifies acceptance.

50.21 This section forms **Part Sixteen** of the Master Disclaimer and cements the legal enforceability of all preceding sections by establishing jurisdiction, legal authority, severability, interpretive rules, contractual survival and enforcement mechanisms necessary to protect Transportation Me Pty Ltd under Queensland and Australian law.

SECTION 51.0 – MARKETING DISCLAIMERS, SOCIAL MEDIA REPRESENTATION LIMITATIONS, NON-RELIANCE CONDITIONS, PUBLIC STATEMENT RESTRICTIONS & CLIENT ACKNOWLEDGMENT OF NON-GUARANTEED INTERPRETATIONS (PART 17 OF THE MASTER DISCLAIMER)

51.1 The Client acknowledges, understands and irrevocably agrees that all marketing, branding, promotional statements, stylised representations, thematic designs, artistic interpretations, social media posts, digital content, website descriptions, verbal statements, conversational summaries or aesthetic materials produced, published, displayed or circulated by Transportation Me Pty Ltd—whether online or in physical form—are **descriptive, thematic and promotional in nature only**, and do not constitute legal guarantees, contractual promises, binding representations, warranties of performance, assurances of outcome, or enforceable commitments of any kind.

51.2 The Client acknowledges that the Company's branding—including GTA-inspired artwork, stylised cartoon characters, neon designs, cinematic imagery, creative narratives, slogans, taglines, humour-driven posts, and thematic exaggerations—are intended to create a recognisable brand identity and user experience. The Client agrees that such creative presentation **must not be relied upon** as a factual, literal or technical description of service capabilities, safety promises, privacy guarantees, operational systems, or performance obligations.

51.3 The Client acknowledges and agrees that any reference to the service being "**encrypted**", "**private**", "**confidential**", "**secure**", "**VIP**", "**exclusive**", "**premium**", "**high-end**", "**priority**", "**members-only**", "**elite**", or **similar terminology is marketing language only** and is not intended to suggest, imply, promise or legally guarantee any level of technological encryption, cybersecurity protection, nondisclosure assurance, risk elimination, or personalised entitlement beyond what is expressly stated in the Terms of Service and this Master Disclaimer.

51.4 The Client agrees that they shall not rely on any phrasing, imagery, caption, advertisement, reel, video, animation, highlight, story, social media bio, website description, vehicle sticker, apparel design, displayed slogan, or promotional graphic as forming part of a contract. The Client acknowledges that only the written Terms of Service and this Master Disclaimer constitute binding legal documents governing the relationship between the parties.

51.5 The Client acknowledges and agrees that **casual statements** made by Company personnel—whether in conversation, messaging, voice note, public comment, social media interaction, or informal communication—do not modify, expand, reduce or override any legal rights, responsibilities, limitations or obligations described in this Disclaimer. The Client accepts that such statements are not legally binding and may not be interpreted as contractual terms.

51.6 The Client acknowledges that **public-facing posts**, including those uploaded to Instagram, TikTok, YouTube, Facebook, Snap, Threads or any online platform, may include stylised exaggeration, humour, thematic narrative, fictionalised scenarios, promotional hyperbole, entertainment value, or interpretive artistic elements. The Client agrees that none of these materials may be relied upon as literal fact or a promise of specific outcomes.

51.7 The Client agrees that they cannot claim misunderstanding, misinterpretation or reliance upon promotional or creative materials as grounds for dispute, refund, compensation, chargeback, criticism or legal complaint. The Client acknowledges that it is their responsibility to verify factual service details using the official Terms of Service and Master Disclaimer.

51.8 The Client acknowledges that any statement suggesting or implying the Company provides **superior privacy, encrypted communications, impenetrable data security, untraceable service, secured ride experience, or confidential transport** is non-technical marketing language and **does not constitute a cybersecurity guarantee** or a legally enforceable commitment.

51.9 The Client agrees that social media content that appears cinematic, dramatic, stylised, humorous, animated, exaggerated, edited or fictitious is not a factual representation of operational procedures. The Client acknowledges that creative posts are designed to contribute to thematic brand storytelling, not describe real-world logistics, safety processes, or legal obligations.

51.10 The Client acknowledges that **vehicle decals, signage, stickers, banners, QR codes, promotional headings, or external imagery** do not create enforceable rights or obligations, do not override this Disclaimer, and do not form part of the Client's contractual expectations.

51.11 The Client agrees that any assumption based on **tone, theme, emoji usage, imagery, colour palette, soundtrack choice, aesthetic stylisation, or digital presentation** is invalid for the purposes of forming expectations about Company performance, privacy levels, security systems, or operational features.

51.12 The Client acknowledges that **Company representatives may speak informally**, casually or conversationally, including using humour, relaxed language, shorthand messages, emojis or aesthetic communication. The Client agrees that such communication styles do not alter the legal meaning of any clause, nor do they constitute promises, amendments or concessions.

51.13 The Client acknowledges that **screenshots, cropped images, selectively edited posts, misquoted messages or decontextualised content** may not be used to assert rights, challenge decisions, or misrepresent Company commitments. The Client agrees that any attempt to weaponise digital material constitutes breach.

51.14 The Client agrees and acknowledges that **algorithms, platform compression, resharing features, third-party reposting, and digital replication** may alter the appearance, clarity or context of Company content, and that such distortions cannot be used to infer intent or guarantee performance.

51.15 The Client acknowledges that any impression they form from marketing or creative materials is subjective and personal, and the Company bears **no responsibility** for expectations arising from such personal interpretations.

51.16 The Client agrees that **the only correct method** for determining what services the Company provides, what guarantees exist, what privacy protections apply, how billing works, what rights the Client has, and what obligations the Client carries is through reading the official Terms of Service and this Master Disclaimer.

51.17 This section forms **Part Seventeen** of the Master Disclaimer and establishes the Company's complete protection against misunderstandings or misrepresentations arising from marketing content, branding, stylised digital presence, or creative promotional material.

SECTION 52.0 – CONFIDENTIALITY EXPECTATIONS, NON-DISCLOSURE LIMITATIONS, CLIENT STATEMENT RESTRICTIONS, PUBLIC COMMENTARY CONTROLS, DEFAMATION PREVENTION & REPUTATION PROTECTION OBLIGATIONS (PART 18 OF THE MASTER DISCLAIMER)

52.1 The Client acknowledges, understands and irrevocably agrees that they are bound by strict confidentiality expectations regarding all internal communications, operational processes, behavioural assessments, safety interventions, staff decisions, private messages, scheduling procedures, pricing logic, membership protocols, enforcement actions, and all other non-public components of Transportation Me Pty Ltd's business operations. The Client accepts that such information is proprietary and confidential, and may not be disclosed, published, recited, paraphrased, insinuated, leaked, mocked, distorted, or referenced in any public or semi-public setting without express written permission from the Company.

52.2 The Client agrees that they shall not make, publish, post, upload, broadcast, whisper, share, screenshot, record or otherwise distribute any written, verbal or digital statement that:

criticises the Company,
questions its professionalism,
implies wrongdoing,
raises unverified concerns,
suggests misconduct,
spreads rumours,
creates negative perception,
damages trust,
harasses staff,
or harms the Company's brand identity.

The Client acknowledges that all such commentary constitutes reputational harm and is strictly prohibited.

52.3 The Client agrees that any public posting—including Instagram stories, TikTok videos, comments, duets, stitches, reactions, reels, tweets, Facebook posts, Threads posts, Reddit threads, review sites, private groups, anonymous forums or messaging channels—must not contain any negative content, defamatory wording, accusatory tone, misleading implication, or insinuation that could reasonably cause reputational damage to the Company or its personnel.

52.4 The Client acknowledges that **frustration, misunderstanding, emotional distress, dissatisfaction, confusion, disagreement, embarrassment, or reaction to service outcomes** does not entitle them to publicly criticise, shame, insult, pressure, threaten, mock, or disparage the Company. The Client agrees that emotional reasoning does not override confidentiality and non-defamation requirements.

52.5 The Client agrees that any attempt to **weaponise public commentary**, including vague-posting, indirect references, coded language, story-posting with suggestive captions, private group discussions designed to influence public perception, or anonymous allegations, constitutes a direct breach of this Disclaimer and triggers full indemnity obligations.

52.6 The Client acknowledges that they may not post **screenshots of messages**, snippets of conversations, edited clips, cropped images, or selective excerpts from interactions with the Company, as doing so distorts context and may mislead viewers. The Client agrees that such behaviour constitutes reputational manipulation and is treated as intentional misconduct.

52.7 The Client acknowledges that opinions framed as **“just sharing my experience,” “warning others,” “letting people know,”** or **“this is what happened to me”** can still constitute defamation if they misrepresent events, omit material context, or create unjustified reputational harm. The Client agrees not to share such statements unless expressly permitted.

52.8 The Client agrees to refrain from making **sarcastic, passive-aggressive, humorous, exaggerated, meme-based or emoji-coded posts** that insinuate negative experiences, as such methods can indirectly damage the Company's image despite their non-literal tone.

52.9 The Client acknowledges that **private messaging groups**, such as WhatsApp, Telegram, Snapchat, Messenger, Discord, Tinder messages, workplace group chats, or anonymous forums, are included in confidentiality restrictions. The Client agrees that statements made in private settings can still constitute reputational harm if circulated or screenshot.

52.10 The Client acknowledges that information relating to staff behaviour, internal decision-making, operational processes, timing expectations, safety refusals, compliance warnings, cancellations, behavioural notes, and enforcement actions are confidential and cannot be disclosed publicly or privately to third parties.

52.11 The Client agrees that if they choose to discuss their experience with friends, family, colleagues or acquaintances, they must ensure that any recounting is factual, non-defamatory, balanced, contextual, non-inflammatory and free from insinuation, exaggeration, omission or emotional distortion.

52.12 The Client acknowledges that the Company—not the Client—is the sole and authoritative source of truth for clarifying operational facts. The Client agrees that they must not misrepresent the Company's decisions, instructions, or messaging in any setting, public or private.

52.13 The Client agrees that they shall not engage in **review bombing, coordinated complaints, false reviews, anonymous allegations, defamatory commentary, or attempts to influence the public** using unverified or misleading statements. The Client acknowledges that such behaviour constitutes deliberate reputational sabotage.

52.14 The Client acknowledges that **defamation includes not only false statements but also misleading impressions**, strategic omissions, emotional framing, exaggerated storytelling, indirect insinuations and rhetorical questions posed with the intention of damaging trust in the Company.

52.15 The Client agrees that the Company may, at its sole discretion, pursue **defamation proceedings, injunctive relief, cease-and-desist orders, emergency injunctions, statutory complaints, police reports, or civil recovery claims** in

response to defamatory or reputation-damaging conduct. The Client acknowledges that they shall be liable for all legal costs incurred by the Company in pursuing such actions.

52.16 The Client acknowledges that **public commentary restrictions** continue to apply indefinitely, including after the relationship ends, after feelings change, after disputes arise, after social media posts expire, and after the Client no longer interacts with the Company.

52.17 The Client agrees that they must **not solicit, encourage or incentivise third parties** to make negative statements on their behalf or based on their influence. The Client acknowledges that indirect or coordinated harm is treated identically to direct harm.

52.18 The Client acknowledges that **truth is not a complete defence** if the Client selectively shares information in a misleading manner, omits key context, manipulates presentation, or frames events to create reputational damage disproportionate to the facts.

52.19 The Client agrees not to interfere with the Company's **professional relationships**, including encouraging others to avoid the Company, spreading rumours, contacting affiliates, undermining partnerships or attempting to influence suppliers, collaborators or clients through misrepresentation.

52.20 The Client acknowledges that all **staff names, images, personal details, voices, appearances, mannerisms, or identifying characteristics** encountered during service are confidential and must not be shared publicly, posted online, recorded, duplicated, altered, mocked or referenced in any manner that could compromise privacy.

52.21 The Client agrees not to make statements implying, suggesting or alleging that:

- the Company acted unlawfully,
- the Company acted unprofessionally,
- the Company mistreated them,
- the Company endangered them,
- the Company breached privacy,
- the Company engaged in misconduct,
- or the Company operates in a deceptive or unsafe manner.
- The Client acknowledges that all such allegations are prohibited unless established through lawful channels.

52.22 The Client acknowledges that **blocking Company accounts, hiding stories, using private accounts, deleting posts after the fact, or posting ephemeral content** does not excuse or diminish reputational harm. Liability remains regardless of whether posts were later removed.

52.23 The Client acknowledges that the Company may retain, screenshot or archive any content, message or statement made by the Client that appears defamatory, misleading, harmful, threatening, or reputationally dangerous. The Client agrees that such archived material may be used in legal proceedings or enforcement actions.

52.24 The Client agrees that reputational harm caused by the Client—whether deliberate or negligent—creates immediate financial liability for all resulting losses, including decreased bookings, damaged partnerships, increased advertising costs, rebranding needs, SEO recovery efforts, and long-term brand impairment.

52.25 This section forms **Part Eighteen** of the Master Disclaimer and establishes strict confidentiality, non-defamation, non-disclosure and reputation protection rules that survive indefinitely and apply across all digital and physical communication channels.

SECTION 53.0 – AUDIO/VIDEO RECORDING LIMITATIONS, DASHCAM NON-RELIANCE, INCIDENTAL CAPTURE PERMISSIONS, STORAGE CYCLE WAIVER, EVIDENTIARY RESTRICTIONS & CLIENT ACKNOWLEDGMENT OF TECHNOLOGICAL UNCERTAINTY (PART 19 OF THE MASTER DISCLAIMER)

53.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd may utilise certain devices, tools, dash-mounted systems, cameras, microphones, drones, stabilised filming equipment, internal cabin sensors, or mobile technologies that *may or may not* record audio, video, environmental sound, ambient environmental conditions, movement data or other incidental information in the normal course of business. The Client further acknowledges that the existence, quality, duration, reliability, continuity, clarity, technical stability, retention period or functional availability of any such recording is **not guaranteed under any circumstances**, nor is the Company required to produce, retain or rely upon such recordings for any purpose.

53.2 The Client agrees and acknowledges that any recording—if it occurs—is **incidental**, meaning it is not promised, contractually required, continuously active, systematically monitored, evidentiary in nature, technically assured, or preserved for investigative purposes. The Client accepts that these devices serve operational, navigational, safety-related or internal-reference functions only, and not archival, evidentiary, legal, or dispute-resolution purposes.

53.3 The Client acknowledges that the Company does **not guarantee audio recording**, does **not guarantee cabin microphone activation**, does **not guarantee that audio is clear**, and does **not guarantee that audio exists at all**, because audio activation may depend on device settings, legal restrictions, hardware limitations, battery reserves, storage constraints, firmware behaviour, equipment temperature, environmental noise levels and whether the dash-mounted system was fully operational at the relevant time. The Client agrees that they shall not rely on the presence or absence of audio recordings for any purpose.

53.4 The Client acknowledges that **dashcam systems operate on a rolling overwrite cycle**, typically erasing footage every twenty-four (24) hours or less, depending on system capacity, environmental temperature, operational usage, SD card quality,

file size, movement frequency, or unexpected error. The Client agrees that once overwritten, the Company has **no ability, obligation, duty, or technical means** to recover or reconstruct erased footage.

53.5 The Client agrees that the Company bears **no liability whatsoever** if the dashcam fails to record, stops recording, freezes, crashes, corrupts files, overheats, contains gaps, skips segments, produces unclear images, loses audio, or fails to capture an event that the Client believes should have been recorded. The Client acknowledges that all such failures are inherent to consumer electronics and do not constitute negligence, breach of duty, or evidence of wrongdoing.

53.6 The Client acknowledges that **no expectation of recording may be held**, meaning the Client cannot assume that recordings exist, that they were functioning at the relevant time, that they recorded the desired angle, that they were pointed correctly, that the microphone captured speech, or that the internal system preserved files. The Client agrees that the Company provides no assurance of evidentiary material.

53.7 The Client agrees that any recorded material—if it exists—**belongs exclusively to the Company**. The Client acknowledges that they have **no automatic right** to access, inspect, copy, demand, request, review or obtain such recordings unless required by formal law enforcement request or statutory notice. The Client agrees that personal desire, curiosity or dispute motivation does not entitle them to access.

53.8 The Client acknowledges that the Company may, at its sole discretion, choose to retain, discard, delete, overwrite, archive or supply incidental recordings to authorities, insurers or legal representatives, depending on operational necessity, lawful requirement, or internal assessment. The Client agrees that such decisions are final and non-negotiable.

53.9 The Client agrees that incidental recordings—if provided voluntarily or lawfully disclosed—may not always present events accurately due to lens distortion, motion blur, environmental noise, partial capture, poor lighting conditions, reflections, obstructions or limited microphone range. The Client acknowledges that **recordings are inherently unreliable as a complete representation of events**, and shall not be treated as definitive evidence.

53.10 The Client agrees that **technical failure of recording equipment** shall not be interpreted as concealment, tampering, alteration, deliberate withholding, or negligent management of evidence. The Client acknowledges that the default assumption must always be that technology malfunction is routine and expected.

53.11 The Client acknowledges that **drone recordings** may contain encryption errors, SD card failures, corrupt flight logs, incomplete metadata, partial flight paths or exposure issues. The Client agrees that drone recording reliability shall not be presumed and does not create liability for the Company.

53.12 The Client acknowledges that **internal cabin capture**—including reflections on windows, dim lighting, camera angles restricted by seating, or real-time movement—may fail to capture important context. The Client agrees that absence of footage cannot be used to allege misconduct or challenge Company authority.

53.13 The Client agrees that **the Company is not required to retain recordings** for dispute resolution. The Client acknowledges that the primary purpose of dashcams or cabin systems is risk mitigation for the Company—not evidence preservation for the Client.

53.14 The Client acknowledges that even if footage once existed, its deletion—whether automatic, accidental, environmental, technological or procedural—does not create liability, suspicion, inference of wrongdoing, or entitlement to compensation.

53.15 The Client agrees that **they waive all rights to rely upon Company recordings for legal, evidentiary, civil, reputational or dispute-based purposes**, except where Australian law mandates otherwise. The Client acknowledges that no court, tribunal or authority may reasonably expect the Company to preserve such footage given the device limitations.

53.16 The Client agrees that this section shall apply to **every form of recording**, including but not limited to dashcams, handheld cameras, mobile devices, drones, cabin microphones, ambient pickup devices, directional microphones, public filming rigs and any other operational equipment used during the course of service.

53.17 This section forms **Part Nineteen** of the Master Disclaimer and establishes the non-reliance, limited-recording and data-volatility conditions necessary to prevent the Client from asserting evidentiary expectations or unfair liability against Transportation Me Pty Ltd.

SECTION 54.0 – CLIENT TRUTHFULNESS REQUIREMENT, MISREPRESENTATION SAFEGUARDS, IDENTITY VERIFICATION AUTHORITY, FRAUD PREVENTION PROVISIONS, CONTRACT ACCEPTANCE BY CONDUCT & DECLARATION OF ACCURATE DISCLOSURE (PART 20 OF THE MASTER DISCLAIMER)

54.1 The Client acknowledges, understands and irrevocably agrees that all interactions with Transportation Me Pty Ltd—whether verbal, digital, written, behavioural, implicit, inferred, indirect or conducted through third-party platforms—require absolute, continuous and uncompromising **truthfulness, honesty, accuracy and full transparency**. The Client accepts that the Company relies on the correctness of all information provided and that any false, misleading, incomplete, selective, distorted or strategically ambiguous information may compromise safety, legality, scheduling, equipment integrity, payment processing and operational capability.

54.2 The Client agrees that they are solely responsible for ensuring that all personal details, booking information, contact details, pickup and drop-off locations, courier item descriptions, companion disclosures, payment credentials, and safety-related statements are accurate and truthful at the time they are provided. The Client acknowledges that any deviation from accuracy—whether intentional or accidental—transfers full legal, financial and practical liability to the Client.

54.3 The Client acknowledges that **identity verification** may be required at any stage of the booking process, subscription lifecycle, courier delivery, transportation engagement, filming session, drone operation or dispute resolution. The Client agrees that they must comply promptly with any request for verification, including but not limited to presenting identification, confirming

details, validating contact numbers, providing email confirmation, matching receipts, or supplying documentation required for lawful verification or fraud prevention.

54.4 The Client agrees that providing **false identity details**, including fake names, partial names, modified names, burner numbers, temporary emails, social-media-only profiles, impersonation of another individual, stolen identities, misleading initials, or avoidance of verification processes constitutes deliberate fraud and automatic breach of this Disclaimer. The Client acknowledges that such behaviour may be reported to law enforcement and pursued as contractual fraud.

54.5 The Client acknowledges that **false statements about courier contents**, including misdeclaring fragile items, hiding prohibited items, concealing dangerous goods, misrepresenting weight or size, or withholding relevant information about temperature sensitivity, leakage potential or biological risk, constitute material breach. The Client agrees that they assume full liability for all resulting damage, contamination, legal consequences, fines or enforcement actions.

54.6 The Client agrees that **misleading behavioural conduct**, including pretending not to understand instructions, feigning confusion, delaying responses strategically, omitting relevant details, or attempting to manipulate the Company into unsafe or discounted service, constitutes dishonesty and is treated as deliberate misrepresentation.

54.7 The Client acknowledges that any misrepresentation made during a dispute, complaint, chargeback attempt, legal process, public post, or communication with third parties—including banks, platforms, or acquaintances—constitutes a fraudulent action and triggers the full indemnity and enforcement provisions of this Disclaimer.

54.8 The Client agrees that **contract acceptance occurs through conduct**, meaning that by booking a service, communicating with the Company, requesting a quote, entering the vehicle, sending courier items, participating in filming, interacting with staff, paying for a subscription, engaging in drone shoots, or continuing to communicate after receiving this document, the Client is deemed to have read, understood and agreed to every clause contained in this Disclaimer and the Terms of Service.

54.9 The Client acknowledges that they **cannot avoid contractual responsibility** by claiming:
they did not read the document,
they read it too quickly,
they were distracted,
they misunderstood the language,
they assumed different terms applied,
they believed social media posts over the legal documents,
their friend told them something different,
they “didn’t think it applied to them”,
they disagreed emotionally,
or they believed the contract was optional.

The Client accepts that these excuses provide **no defence** and do not reduce enforceability.

54.10 The Client acknowledges that **acceptance-by-conduct** is recognised under Queensland and Australian contract law, and that explicit signature is not required where a reasonable person would understand that a service is being provided under published terms. The Client agrees that by continuing to engage the Company’s services in any form, they are bound by this Disclaimer.

54.11 The Client acknowledges that the Company may rely on any **digital trace of acceptance**, including email confirmations, timestamps, phone logs, booking form submissions, text acknowledgements, message history, or other conduct that reasonably indicates consent. The Client agrees that screenshots, receipts, location data, or Stripe payment confirmations are valid forms of acceptance evidence.

54.12 The Client agrees that **they alone** are responsible for discrepancies in the information they provide. This includes incorrect addresses, mistyped details, unread messages, omitted instructions, unclear timing, misunderstood locations, or assumptions that the Company can infer details not explicitly given.

54.13 The Client acknowledges that deliberate misrepresentation, falsification of screenshots, editing of message history, fabrication of claims, or manipulation of communication timestamps to influence disputes or chargebacks constitutes fraud and may be referred to law enforcement and pursued civilly.

54.14 The Client acknowledges that the Company may maintain internal logs of truthfulness concerns, inconsistencies, behavioural anomalies, identity mismatches, communication irregularities, or patterns of misrepresentation for the purpose of assessing risk, protecting staff, validating disputes or defending against fraudulent allegations. The Client agrees that such internal documentation is lawful and necessary.

54.15 The Client agrees that providing untruthful or misleading information—whether about their identity, intentions, companions, physical condition, behaviour, or courier items—may result in immediate termination of service without refund, suspension of membership, or permanent blacklist.

54.16 The Client acknowledges that **truthfulness is a continuous obligation**, extending across all stages of communication and service delivery. The Client agrees that dishonesty at any point—even long after service completion—may activate indemnity, debt recovery, termination of membership, legal proceedings or enforcement of outstanding obligations.

54.17 The Client agrees that all statements they provide to the Company—whether written, verbal, recorded, implied or digitally transmitted—may be treated as **formal declarations**, and that any falsehoods may result in legal or financial consequences.

54.18 The Client acknowledges that attempts to bypass, evade, or undermine truthfulness obligations—including through selective wording, strategic omission, ambiguous phrasing, double-meaning, coded language, or unstable accounts of events—constitute intentional misrepresentation and breach of this Disclaimer.

54.19 The Client agrees that they must **disclose immediately** any relevant personal information that could impact operational safety, such as medical conditions, anxiety triggers, physical limitations, intoxication, emotional instability or the presence of unstable companions. The Client acknowledges that failure to disclose critical information may result in full liability for resulting harm.

54.20 This section forms **Part Twenty** of the Master Disclaimer and establishes the legal framework for truthfulness, identity accuracy, fraud prevention, and acceptance-by-conduct, ensuring maximum enforceability and operational integrity for Transportation Me Pty Ltd.

SECTION 55.0 – PROHIBITED CONDUCT, BEHAVIOURAL RESTRICTIONS, HARASSMENT SAFEGUARDS, THREAT PREVENTION, ZERO-TOLERANCE PROTOCOLS & CLIENT DUTY TO MAINTAIN SAFE INTERACTION (PART 21 OF THE MASTER DISCLAIMER)

55.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd maintains a **zero-tolerance policy** toward any behaviour—whether verbal, physical, emotional, digital, implied, indirect, or communicated through third parties—that creates, contributes to, or escalates an unsafe, hostile, disrespectful, abusive, threatening, manipulative, intimidating or destabilising environment. The Client accepts that any such behaviour constitutes immediate breach of this Disclaimer and may result in termination of service without refund, suspension of membership, permanent prohibition from future service, activation of indemnity obligations, and referral to law enforcement where applicable.

55.2 The Client agrees that they shall not engage in **harassment of any kind**, including but not limited to verbal insults, emotional outbursts, mocking, taunting, belittling, sarcasm intended to intimidate, coercive commentary, unsolicited personal remarks, inappropriate familiarity, passive-aggressive remarks, unreasonable entitlement-based demands, condescending communication, or attempts to make Company personnel uncomfortable, distressed or unsafe.

55.3 The Client acknowledges that harassment also includes **digital misconduct**, such as excessive messaging, late-night aggression, hostile tone, repeated attempts to reopen resolved matters, manipulation through emojis, pressure-based texting, intentionally slow responses used as provocation, message spamming, insinuations, accusations, or repeated attempts to reframe facts to emotionally trap the Company into concession.

55.4 The Client agrees that **threatening behaviour**—including implied threats, hypothetical threats, emotional blackmail, social media threats, indirect intimidation (“I’ll make sure people know”, “I can ruin you online”, “I know people”, “I’ll report you everywhere”) or any attempt to scare, pressure or manipulate the Company—constitutes severe misconduct that triggers immediate enforcement measures.

55.5 The Client acknowledges that **unsafe behaviour** includes physical unpredictability, sudden movement, aggressive posture, intoxication, drug impairment, slamming doors, grabbing equipment, yelling, blocking exits, invading personal space, approaching Company personnel in a hostile manner, or engaging in behaviour that causes the Company to reasonably perceive risk. The Client agrees that such behaviour justifies immediate termination of service and potential police contact.

55.6 The Client agrees that **sexual misconduct of any kind** is strictly prohibited. This includes inappropriate comments, unwanted advances, sexualised remarks, suggestive questions, flirtatious manipulation, attempts to touch, attempts to create uncomfortable intimacy, or discussing sexual topics in a manner that makes Company personnel uncomfortable. The Client acknowledges that all such behaviour constitutes serious breach and may result in immediate termination of service and lawful reporting.

55.7 The Client acknowledges that **physical interference**—including blocking equipment, invading personal space, touching the driver or staff, grabbing cameras, adjusting drone controls, leaning toward staff aggressively, or attempting to physically guide or redirect movement—is prohibited and constitutes grounds for immediate service termination.

55.8 The Client agrees that **verbal escalation**, including shouting, aggressive tone, confrontational questioning, rapid-fire argument, accusatory language, dramatic exaggeration, or disrespectful communication intended to dominate the conversation, is strictly prohibited. The Client acknowledges that such behaviour undermines safety and violates operational boundaries.

55.9 The Client acknowledges that **passive-aggressive tactics**, including long sighs, muttered comments, hostile silence, sarcastic expressions, intentionally uncooperative behaviour, slow compliance intended to provoke frustration, exaggerated emotional displays or attempts to guilt-trip the Company, are all recognised as misconduct under this Disclaimer.

55.10 The Client agrees that **manipulative conduct**, including lying, misrepresenting facts, attempting to reverse blame, pretending confusion, strategically withholding information, feigning distress to force concessions, staging behaviour for social media content, or attempting to provoke the Company into unsafe or emotional reactions, constitutes prohibited misconduct.

55.11 The Client agrees that **hostility expressed through companions**—including aggressive friends, intoxicated partners, disruptive acquaintances, emotionally unstable individuals, or any person invited by the Client—constitutes misconduct attributable entirely to the Client themselves. The Client acknowledges that the Company is not required to tolerate hostile companion behaviour under any circumstances.

55.12 The Client acknowledges that prohibited conduct includes attempting to coerce the Company into performing unsafe acts, unlawful acts, privacy-breaching acts, security-compromising acts, trespass, filming in prohibited zones, transporting illegal items, breaking road rules, or engaging in behaviour that exposes the Company to reputational, legal or operational harm.

55.13 The Client agrees that **the Company retains absolute authority** to determine when behaviour is unsafe, inappropriate, disrespectful, harmful, manipulative, destabilising, or breach-inducing, and the Client acknowledges that such determinations are final, binding and not open to debate.

55.14 The Client acknowledges that any misconduct—whether mild, moderate or severe—may trigger immediate termination of service. The Client agrees that no refund, credit, adjustment, discount or compensation is owed when removal or termination is due to their behaviour or the behaviour of individuals connected to them.

55.15 The Client agrees that misconduct may result in the Company issuing a **behavioural record entry**, internally documenting the incident for risk assessment, staff training, legal defence preparation and future booking consideration. The Client acknowledges that internal notes may influence whether the Company accepts future bookings from them.

55.16 The Client acknowledges that **ongoing patterns of minor misconduct**, even if individually not catastrophic, may cumulatively constitute a substantial breach when behaviour repeatedly disregards operational boundaries, respect, safety protocols or communication standards. The Client agrees that cumulative misconduct may justify termination of service or refusal of future bookings.

55.17 The Client agrees that misconduct includes any attempt to exploit the Company's brand, goodwill, marketing presence or social media platform for personal gain, including attempting to leverage perceived influence, threatening exposure, demanding special treatment, or using the Company's imagery or brand narrative to attract followers or attention.

55.18 The Client acknowledges that harassment, threats or hostile behaviour triggered by intoxication, substance influence, stress, emotional instability or personal conflict do not excuse or mitigate responsibility. The Client agrees that misconduct remains misconduct, regardless of personal circumstances.

55.19 The Client agrees that any attempt to record Company staff without consent, secretly film, capture audio, extract private conversations, or manipulate recordings to harm the Company constitutes prohibited conduct and triggers full indemnity and legal escalation.

55.20 The Client acknowledges that threatening to involve law enforcement, lawyers, media outlets, online communities or third parties **as a scare tactic** constitutes prohibited coercive conduct unless such contact is legitimate, factual and necessary. The Client agrees that using threats as leverage is misconduct subject to enforcement.

55.21 The Client agrees that harassment includes **contacting Company staff outside business hours**, sending repeated messages without reason, emotionally escalating in digital form, or attempting to engage the Company in personal conversations unrelated to business.

55.22 The Client acknowledges that stalking, repeated location messaging, attempts to follow Company personnel, showing up uninvited, or monitoring Company activity constitutes prohibited behaviour and may result in police involvement.

55.23 The Client agrees that misconduct at any stage—before, during or after service—may lead to permanent service refusal, membership cancellation, billing for remaining subscription obligations, and activation of debt recovery processes.

55.24 The Client acknowledges that this section forms **Part Twenty-One** of the Master Disclaimer and creates a comprehensive safety, anti-harassment and zero-tolerance framework designed to protect Transportation Me Pty Ltd and its personnel from all forms of misconduct.

SECTION 56.0 – EMERGENCY EVENTS, SAFETY PRIORITY RULES, IMMEDIATE TERMINATION AUTHORITY, CLIENT REMOVAL PROCEDURES, LAW ENFORCEMENT INTERACTION RIGHTS & CRITICAL-INCIDENT LIABILITY WAIVER (PART 22 OF THE MASTER DISCLAIMER)

56.1 The Client acknowledges, understands and irrevocably agrees that **safety is the highest operational priority** of Transportation Me Pty Ltd, and that the Company retains absolute and unrestricted authority to override any request, instruction, preference, emotional demand or expectation of the Client when the Company, in its sole judgment, determines that safety, legality or operational integrity is at risk. The Client accepts that emergency decisions may occur instantly, without explanation, without debate, and without obligation for further justification.

56.2 The Client acknowledges that emergencies include, but are not limited to: medical incidents; panic attacks; intoxication; drug impairment; escalating arguments; companion volatility; public hostility; road hazards; aggressive third parties; dangerous environmental conditions; drone malfunction; vehicle instability; sudden equipment failure; adverse weather; illegal courier discoveries; proximity to criminal activity; trespass complaints; law enforcement directives; unexpected crowd behaviour; suspicious behaviour by the Client; or any circumstance in which Company personnel reasonably perceive danger.

56.3 The Client agrees that in any emergency event, the Company may **immediately halt all services**, including transportation, filming, drone operation, courier handling or creative production. The Client acknowledges that operational continuity does not override the Company's legal and ethical obligation to prioritise safety.

56.4 The Client agrees that the Company may, at its sole discretion, initiate **emergency termination**, defined as the complete and immediate cessation of service mid-operation, due to safety concerns, behavioural instability, companion misconduct, environmental hazards or any other condition deemed unsafe. The Client acknowledges that no refund, credit or modification is owed in the event of emergency termination.

56.5 The Client acknowledges that the Company may instruct the Client to **exit the vehicle immediately**, relocate to a safe distance, remain still, move quickly, change direction, abandon a shot, step back from equipment, leave a location, or comply with any emergency command designed to mitigate risk. The Client accepts that refusal to comply constitutes a serious safety breach.

56.6 The Client agrees that the Company may activate **police intervention** if the Client behaves aggressively, unlawfully, unpredictably, dishonestly, violently, threateningly, manipulatively, or in any manner that causes Company personnel to fear for safety. The Client acknowledges that calling law enforcement during service does not constitute misconduct by the Company.

56.7 The Client acknowledges that the Company may contact emergency services—including police, ambulance, fire or security—if the Client exhibits signs of medical distress, impaired consciousness, dangerous intoxication, self-harm tendencies, heat exhaustion, or any health condition requiring professional assistance. The Client agrees that such decisions do not require their consent and do not create liability for the Company.

56.8 The Client agrees that **unsafe companions** may trigger emergency termination. The Client acknowledges that responsibility for companion behaviour lies entirely with them, and that an unsafe companion may result in removal of all passengers, including the Client, from the vehicle or service location.

56.9 The Client acknowledges that drone emergencies may include loss of GPS, sudden wind shifts, proximity intrusions, low battery, mechanical failure, software errors, reflective hazards or bird interference. The Client agrees that the Company may immediately land, crash-land, or abort the drone flight without liability and without obligation to recapture lost footage.

56.10 The Client agrees that in public filming environments, emergencies may include crowd aggression, unwanted attention, intoxicated bystanders, harassment, environmental instability, public disorder or police presence. The Client acknowledges that the Company may immediately evacuate or abandon filming locations to preserve safety.

56.11 The Client acknowledges that **courier emergencies** may occur if a parcel appears dangerous, leaking, hazardous, suspicious, illegal, improperly labelled or structurally compromised. The Client agrees that the Company may refuse to carry, abandon, isolate, or deliver such parcels and may notify relevant authorities if legally required.

56.12 The Client agrees that if they become disruptive, confrontational, emotionally volatile or abusive during service, the Company may pull over, terminate service, end filming, land a drone, or refuse further communication. The Client acknowledges that emotional or psychological instability, regardless of cause, may constitute an emergency risk.

56.13 The Client agrees that the Company has full discretion to determine when an emergency exists, and that the Company's perception of danger—whether ultimately validated or not—shall be sufficient grounds for emergency action. The Client acknowledges that operational staff are trained to make rapid decisions and must not be second-guessed during critical moments.

56.14 The Client acknowledges that **the Company bears no liability** for consequences arising from emergency termination, including missed appointments, incomplete footage, abandoned deliveries, alternative transport costs, emotional distress, embarrassment, public visibility, or disputes that emerge following the event. The Client accepts full responsibility for all resulting impacts.

56.15 The Client agrees that **all emergency responses** executed by the Company are presumed lawful, justified, proportionate and necessary unless proven otherwise under strict legal standards. The Client acknowledges that the burden of proof lies with them to demonstrate misuse of emergency authority, which they agree is unlikely given the inherent unpredictability of real-world conditions.

56.16 The Client acknowledges that the Company may exercise **emergency refusal** when unsafe bookings are attempted, such as to dangerous locations, illegal venues, violent environments, remote areas with no safe exit, or locations known for criminal activity. The Client agrees that refusal of a booking for safety reasons is final.

56.17 The Client acknowledges and agrees that in emergencies:
communication may be brief,
tone may be assertive,
orders may be abrupt,
equipment may be dropped,
footage may be lost,
and priorities may shift immediately.
The Client accepts that emergency actions are not grounds for complaint or claim.

56.18 The Client agrees that if they attempt to flee a scene, deny instructions, argue, escalate, or interfere with emergency procedures, they assume **full liability** for all subsequent outcomes, including injury, damage, arrest, or third-party harm.

56.19 The Client acknowledges that emergency events may require the Company to create written incident records, preserve relevant communications, report behaviours, or document safety breaches. The Client agrees that all such documentation is lawful and may be used in legal defence, internal review, insurance claims or enforcement action.

56.20 The Client agrees that all emergency-related costs—such as cleaning fees, hazard mitigation, equipment repair, drone replacement, downtime, police attendance fees, ambulance fees, property damage, or additional labour—shall be borne entirely by the Client if their conduct contributed to or caused the emergency event.

56.21 This section forms **Part Twenty-Two** of the Master Disclaimer and establishes comprehensive emergency powers necessary to protect Transportation Me Pty Ltd, its personnel, equipment and property from harm, instability, misconduct and unpredictable events inherent in service delivery.

SECTION 57.0 – WEBSITE USE CONDITIONS, DIGITAL INTERACTION RULES, PLATFORM LIMITATIONS, THIRD-PARTY LINK DISCLAIMER, ELECTRONIC RISK ALLOCATION & ONLINE USER CONDUCT REQUIREMENTS (PART 23 OF THE MASTER DISCLAIMER)

57.1 The Client acknowledges, understands and irrevocably agrees that all access to, browsing of, engagement with, or reliance upon Transportation Me Pty Ltd's website, online booking portals, digital forms, membership pages, interactive tools, embedded content, hyperlinks, media galleries, pricing displays, service descriptions, or any digital resource associated with the Company ("the Website") is performed entirely at the Client's own risk. The Client accepts that the Website, like all digital

systems, is inherently subject to technological limitations, interruptions, inaccuracies, and malfunctions that cannot be fully controlled or guaranteed by the Company.

57.2 The Client agrees that **no part of the Website**—including text, imagery, icons, themes, colours, animations, transitions, banners, headings, footers, FAQs, or price estimators—constitutes a binding promise, enforceable contract, operational guarantee, legal warranty, or permanent representation of Company services. The Client acknowledges that online content is informational only and may change at any time without notice.

57.3 The Client acknowledges that website functionality may depend on factors outside the Company's control, including server outages, hosting disruptions, DNS propagation issues, global internet instability, device compatibility, browser settings, software conflicts, plugin failures, caching errors, mobile rendering inconsistencies, or third-party maintenance cycles. The Client agrees that the Company bears no liability for any resulting inconvenience or confusion.

57.4 The Client agrees that **displayed prices online are indicative only** and may be influenced by timing, caching, dynamic pricing models, membership logic, API communication delays, or software rounding. The Client acknowledges that the Company is not bound by pricing errors, outdated displays, typographical mistakes, or incorrect estimations caused by system lag or external interference.

57.5 The Client acknowledges that calculations for mobilisation fees, distance-based charges, or location-based adjustments may fluctuate depending on GPS accuracy, routing algorithms, device permissions, digital signal interference, or third-party service availability. The Client agrees that only the final price communicated directly by the Company is binding.

57.6 The Client agrees that the Website may contain **links to third-party platforms**, such as Stripe, Google Maps, social media profiles, email portals, external forms, or partner services. The Client acknowledges that accessing such links is voluntary and performed entirely at their own risk. The Company bears no responsibility for:
the security of external sites,
the accuracy of external information,
the behaviour of external services,
privacy practices of linked platforms,
or any loss resulting from interacting with them.

57.7 The Client acknowledges that the Website may reference optional services, package upgrades, or illustrative examples of past work. The Client agrees that such examples do not constitute guaranteed outcomes, entitlements, or contractual commitments unless explicitly stated in writing within the Terms of Service.

57.8 The Client agrees that all Website content—including text, graphics, layouts, media assets, icons, animations, coding blocks, scripting logic, and user interface components—is the exclusive intellectual property of the Company and is protected by Australian copyright, trademark and IP law. The Client acknowledges that they may not copy, scrape, replicate, redistribute, reverse engineer, or commercially exploit any Website content without express written permission.

57.9 The Client acknowledges that **any attempt to interfere with Website functionality**, including probing vulnerabilities, bypassing security, manipulating forms, altering cookies, injecting scripts, scraping data, overloading servers, or tampering with embedded code, constitutes unauthorised use and breach of this Disclaimer. The Company may pursue legal action, block access, or report such conduct to authorities.

57.10 The Client agrees that the Company is not responsible for **software errors**, including broken forms, misrouted submissions, lost data, duplicated bookings, outdated content, incomplete pricing tables, corrupted visual elements, or inconsistent device rendering. The Client acknowledges that digital imperfections are expected and do not constitute negligence.

57.11 The Client acknowledges that booking requests submitted online are not confirmed until explicitly acknowledged by the Company through direct communication. The Client agrees that automated confirmations, pre-filled fields, or browser-saved data do not create binding commitments on the Company's part.

57.12 The Client agrees that the Website may experience **temporary unavailability**, including periods of downtime caused by updates, maintenance, migration, security measures, plugin conflicts, server resets, or external outages. The Client acknowledges that such unavailability does not entitle them to compensation, refund, or dispute.

57.13 The Client acknowledges that any **interactive tools** on the Website—such as distance estimators, pricing calculators, membership comparison tables, FAQ sections, or automated suggestion tools—are provided for convenience only, and may not always reflect real-time operational policy or accurate pricing. The Client agrees that they must confirm all details directly with the Company.

57.14 The Client agrees that the Company may modify, update, remove, redesign, restructure, expand or reduce Website content at any time, without notification or obligation to preserve previous versions. The Client acknowledges that historical content does not form part of any contractual obligation.

57.15 The Client acknowledges that **cookies, analytics tools, session trackers, and functionality scripts** may be utilised on the Website to improve performance, security, user experience, responsiveness, and internal metrics. The Client agrees that these tools may collect device information, usage data, approximate location or behavioural insights, and consents to such collection.

57.16 The Client agrees not to misrepresent themselves when interacting with the Website, including falsifying booking details, using pseudonyms, sabotaging forms, submitting inaccurate courier declarations, or attempting to disrupt Company operations through coordinated misuse.

57.17 The Client acknowledges that the Company is not responsible for:

lost messages,
failed form submissions,
spam filtering,
email delays,
auto-correct errors,
auto-fill inaccuracies,
or booking mistakes caused by user input.

The Client agrees that they are solely responsible for verifying accuracy before submitting information.

57.18 The Client agrees that the Company may archive, log or store Website activity for operational, analytical, security and legal defence purposes. The Client acknowledges that such logging does not obligate the Company to retain records indefinitely.

57.19 The Client acknowledges that the Company bears **no responsibility** for:

- viruses,
- malware,
- digital interference,
- browser vulnerabilities,
- or device-based technical issues arising from the Client's method of accessing the Website.

57.20 The Client agrees that laws governing online communication, electronic transactions and digital contracts apply fully to their interaction with the Website, including acceptance-by-conduct, digital notice, and electronic traceability.

57.21 This section forms **Part Twenty-Three** of the Master Disclaimer and establishes the digital, technological and online interaction framework through which all Website use occurs, ensuring maximum protection for Transportation Me Pty Ltd against digital risk, misunderstanding, misuse and technological unpredictability.

SECTION 58.0 – INTELLECTUAL PROPERTY OWNERSHIP, COPYRIGHT PROTECTIONS, MEDIA USAGE LIMITATIONS, BRANDING RESTRICTIONS & PROHIBITIONS ON CLIENT EXPLOITATION OF COMPANY MATERIALS (PART 24 OF THE MASTER DISCLAIMER)

58.1 The Client acknowledges, understands and irrevocably agrees that **all intellectual property** created, used, displayed, published, generated, transmitted, recorded or distributed by Transportation Me Pty Ltd—including but not limited to artwork, video footage, audio recordings, edits, designs, photographs, thumbnails, graphics, animations, styling elements, logos, icons, layout compositions, colour schemes, drone cinematography, website content, character illustrations, promotional pieces, and any GTA-inspired thematic artworks—is the **exclusive property** of the Company unless expressly transferred in writing.

58.2 The Client acknowledges that mere participation in a service (transportation, courier delivery, filming, photography, drone work or media production) does **not** entitle them to ownership of any creative or technical material produced or displayed during that service. The Client agrees that they obtain only the specific usage rights explicitly granted to them, and nothing more.

58.3 The Client agrees that they shall not, under any circumstances, copy, distribute, save, screenshot, duplicate, modify, reverse-engineer, crop, re-edit, colour-grade, distort, enhance, repost, re-upload, convert, or otherwise manipulate any Company-owned intellectual property without explicit written permission. The Client acknowledges that even small edits—such as cropping, filters, stickers, emoji overlays, or minor colour adjustments—constitute unauthorised modification.

58.4 The Client acknowledges that **all raw footage** (video, drone, photos, audio or other media captured during service) belongs exclusively to the Company unless purchased through a dedicated media package. The Client agrees that raw footage is not automatically included with basic services and that access to raw footage is conditional upon payment for a package specifically granting those rights.

58.5 The Client agrees that where raw footage or edited media is purchased, usage rights remain **non-exclusive**, meaning the Company retains full ownership and may use the material for promotional, archival, portfolio, training or operational purposes unless otherwise stated in writing.

58.6 The Client acknowledges that **the Company is not obligated to release all material captured** and may withhold footage that is incomplete, unflattering, unsafe, operationally sensitive, commercially confidential, creatively unsuitable or otherwise deemed inappropriate for release.

58.7 The Client agrees that they shall not claim ownership of, nor attempt to copyright, trademark, register or commercially exploit any Company-generated creative content, including but not limited to the “No Camry No Problem” or “Transportation Me” brand identity, slogans, typography style, neon colour themes, character stylisation, digital posters, loading-screen artwork, or thematic imagery.

58.8 The Client acknowledges that Company media may include **brand characters**, stylised avatars or digital illustrations representing Transportation Me personnel. The Client agrees they do not own, control, influence or obtain rights to these characters by appearing alongside them in media content.

58.9 The Client agrees that all Company branding—including logos, stylised lettering, promotional fonts, GTA-theme derivatives, website layouts, vehicle liveries, decals, banners and colour pairings—are protected elements of intellectual property. The Client acknowledges that any attempt to copy, mimic, imitate or replicate the Company's branding or style, in full or in part, constitutes infringement.

58.10 The Client acknowledges that the Company may watermark, embed metadata, compress, resize or otherwise protect digital content distributed to the Client. The Client agrees not to remove, obscure, crop out, bypass or alter watermarks or embedded identifiers without written permission.

58.11 The Client agrees that they shall not post or distribute Company-created media in any context that:
misrepresents the service,
portrays the Company negatively,
distorts original meaning,
suggests unauthorised partnerships,
implies sponsorship or affiliation,
or is defamatory, derogatory or reputationally harmful.

58.12 The Client acknowledges that **derivative works** (edits, remixes, compilations, stylised reposts, recoloured versions) created by the Client without permission are considered infringing materials and must be removed upon request, regardless of whether credit was provided.

58.13 The Client agrees that they shall not use Company media for **commercial activity**, including selling merchandise, advertisements, subscriber content, OnlyFans, TikTok monetisation, fan pages, promotional pages, brand partnerships, endorsements or other revenue-generating activities unless explicitly licensed.

58.14 The Client acknowledges that any unauthorised upload of Company media to online platforms—including Instagram, TikTok, YouTube, Facebook, Snapchat, Pinterest, Reddit, blogs, websites or forums—constitutes breach unless reasonable usage rights were granted.

58.15 The Client agrees that they may not alter or repurpose media so that it inaccurately suggests:
the Company endorses them,
the Company supports their views,
the Company participated in unrelated content,
or the Company is affiliated with their projects.

58.16 The Client acknowledges that the Company retains the right to **issue takedown requests**, DMCA notices, copyright enforcement demands, cease-and-desist letters or platform reports if media is misused, misrepresented, unlawfully edited, or distributed without permission.

58.17 The Client agrees that the Company may use any footage or photographs captured during services for internal review, legal defence, quality control, promotional usage or portfolio development unless explicitly restricted by prior written agreement.

58.18 The Client acknowledges that permission to appear in promotional or portfolio content does not create entitlement to compensation, royalties, credit, tagging, reposting or media attribution.

58.19 The Client agrees that any footage involving third parties, public spaces, bystanders, landmarks or other individuals may be used by the Company in compliance with applicable Australian privacy and media laws, and that the Client waives any objection related to incidental inclusion of themselves or others.

58.20 The Client acknowledges that intellectual property rights remain enforceable indefinitely and survive the end of service, the termination of membership, the expiry of subscription terms, and any disputes that may arise.

58.21 The Client agrees that any breach of intellectual property rights constitutes:
a material breach of this Disclaimer,
grounds for immediate legal action,
grounds for damages claims,
and grounds for permanent refusal of future service.

58.22 This section forms **Part Twenty-Four** of the Master Disclaimer and establishes strict protections over Transportation Me Pty Ltd's creative, digital, visual and conceptual intellectual property assets, ensuring the Company retains complete and enforceable control over all materials and derivative uses.

SECTION 59.0 – CHARGEBACKS, BILLING DISPUTES, FINANCIAL ENFORCEMENT AUTHORITY, DEBT ACCELERATION & PAYMENT SECURITY REQUIREMENTS (PART 25 OF THE MASTER DISCLAIMER)

59.1 The Client acknowledges, understands and irrevocably agrees that all payments processed through Transportation Me Pty Ltd—including bookings, mobilisation fees, membership payments, subscription charges, penalties, surcharges, non-compliance fees, raw footage fees, courier fees, emergency termination costs, and any other amount arising under this Disclaimer or the Terms of Service—are **final, enforceable, non-refundable**, and represent binding financial obligations. The Client accepts that the Company relies upon payment certainty, automated processing and uninterrupted billing to sustain operations and membership benefits.

59.2 The Client agrees that **chargebacks, bank reversals, payment disputes, unauthorised-transaction claims, subscription reversals, card cancellations, expired-card failures, or requests lodged with their financial institution to recover funds** constitute deliberate breach of contract unless the charge truly results from proven and demonstrable unauthorised use by an unrelated third party. The Client acknowledges that most chargebacks arising from dissatisfaction, emotional reasoning, confusion, regret, disagreement, lateness, scheduling changes or misunderstanding of the terms will be considered fraudulent.

59.3 The Client acknowledges that initiating a chargeback for any payment tied to services, subscriptions or fees already provided, scheduled, attempted or delivered is considered an **unauthorised financial attack** on the Company and will invoke immediate enforcement mechanisms, including but not limited to:

acceleration of outstanding subscription payments,
activation of the \$50 non-compliance fee,
legal cost transfer,
debt recovery referral,
membership suspension,
and permanent service refusal.

59.4 The Client agrees that the Company has the absolute right to **contest and dispute every unjustified chargeback**, and may provide banks or payment processors with any internal evidence necessary—including screenshots, communications, booking logs, timestamps, location data, audio notes, or descriptive summaries—to demonstrate the validity of the charge. The Client waives any objection to the Company submitting such materials in defence.

59.5 The Client acknowledges that any chargeback results in **immediate freezing of all membership benefits**, regardless of the chargeback's outcome, until:
all outstanding balances are paid,
all reversed funds are restored,
and the Client's account is cleared in full.

59.6 The Client agrees that bank-initiated reversals do not negate or eliminate their contractual obligations, and that even if a temporary reversal is granted by the bank, the Client remains fully liable for:
the original payment amount,
all remaining minimum-term subscription payments,
fees triggered by breach,
any administrative costs incurred by the Company,
and any revenue shortfall caused by the dispute.

59.7 The Client acknowledges that **intentional misuse of chargebacks**—including as a method to avoid cancellation fees, membership obligations, emergency termination fees, or mobilisation charges—constitutes fraud and may result in civil action, law enforcement notification, financial penalties, and future refusal of service.

59.8 The Client agrees that if a Client files a chargeback based on false claims, selective screenshots, incomplete context, misleading statements, or emotional exaggeration, the Client is liable for all resulting damages suffered by the Company, including harm to merchant accounts, increased transactional fees, reserve requirements, and lost bookings.

59.9 The Client acknowledges that a **failed payment**—whether subscription, booking, penalty or surcharge—may result in the Company automatically retrying the charge through Stripe's billing logic. The Client agrees that they have no claim for damages if Stripe retries the charge multiple times as per industry standards.

59.10 The Client agrees that the Company may require an additional or alternative payment method at any time if the primary method is failing, unreliable, prepaid, compromised, disputed, or otherwise unsuitable for automated billing.

59.11 The Client acknowledges that **all outstanding balances**, once overdue, may be subject to:
administrative charges,
third-party recovery fees,
legal enforcement costs,
interest where permitted by law,
and any other recovery mechanism the Company deems necessary.

59.12 The Client agrees that if the Company refers an unpaid account to a debt collection agency, solicitor or enforcement authority, the Client must pay **all costs** associated with such referral, including commissions, success fees, court filing fees, process service fees, or enforcement warrants.

59.13 The Client acknowledges that the Company may, at its discretion, **accelerate all remaining subscription payments** upon material breach, meaning the Client becomes immediately liable for the full outstanding amount of the minimum contract term.

59.14 The Client agrees that disputing legitimate charges constitutes breach and eliminates eligibility for all goodwill accommodations, flexible arrangements, discretionary credits or promotional benefits that may otherwise have been available.

59.15 The Client acknowledges that payment obligations remain enforceable even if:
they relocate,
lose access to the app,
change phone numbers,
delete messages,
block communication,
claim misunderstanding,
or cease using the service.

59.16 The Client agrees that payments are owed for the **legal value of the contract**, not the physical usage of services. The Client acknowledges that subscription-based offerings constitute ongoing access rights, not pay-as-you-go services.

59.17 The Client acknowledges that any **pattern of financial instability**—including failed payments, repeated disputes, partial reversals or inconsistent compliance—may result in membership termination or refusal of future services.

59.18 The Client agrees that all payment-related obligations contained in this section survive indefinitely and remain enforceable even after the Client ceases engaging with the Company.

59.19 This section forms **Part Twenty-Five** of the Master Disclaimer and establishes the Company's financial enforcement authority, ensuring that all billing obligations remain fully binding, aggressive in enforcement and protected against manipulation or misuse.

SECTION 60.0 – MEMBERSHIP SUSPENSION, TERMINATION RIGHTS, BREACH CONSEQUENCES, BENEFIT FORFEITURE & CONTRACT ACCELERATION (PART 26 OF THE MASTER DISCLAIMER)

60.1 The Client acknowledges, understands and irrevocably agrees that all membership and subscription arrangements with Transportation Me Pty Ltd are binding financial contracts subject to strict behavioural, operational, safety and payment compliance requirements. The Client accepts that failure to comply with *any* membership condition may result in immediate suspension or termination.

60.2 The Client agrees that the Company retains absolute authority to **suspend membership without notice** if the Client engages in disruptive conduct, financial misconduct, dishonesty, harassment, unsafe behaviour, chargeback attempts, or any breach described in this Disclaimer. The Client acknowledges that suspension may occur even if the Client appears unaware of their breach; ignorance does not prevent enforcement.

60.3 The Client acknowledges that **membership suspension does not pause, reduce, offset or eliminate** subscription payments. The Client agrees that payment obligations continue uninterrupted throughout the minimum-term period regardless of membership status, suspension, dispute or dissatisfaction.

60.4 The Client agrees that membership benefits—including mobilisation discounts, priority booking access, special service eligibility, accelerated scheduling, queue preference and other promotional advantages—are available exclusively when the subscription is active, funded and in good standing. Any suspension results in **automatic loss** of these benefits without compensation.

60.5 The Client acknowledges that the Company may terminate membership entirely if the Client engages in:
dishonesty,
platform misuse,
fraudulent conduct,
chargeback abuse,
payment evasion,
harassment,
unsafe behaviour,
illegal activity,
or behaviour that damages the Company's operations or reputation.

60.6 The Client agrees that the Company may, at its sole discretion, **accelerate the remaining balance** of the Client's minimum-term subscription immediately upon termination due to breach. The Client acknowledges that accelerated balances become due in full on the date of termination.

60.7 The Client acknowledges that termination due to breach may occur **without warning**, and the Company is not required to provide explanation, evidence, negotiation, or opportunity for corrective action. The Client agrees that maintaining compliance at all times is their responsibility.

60.8 The Client agrees that any attempt to cancel a subscription early—whether through Stripe, bank cancellation, card replacement, chargeback, or passive failure to pay—shall be treated as a **voluntary breach**, triggering immediate invoicing of the full remaining minimum-term obligation.

60.9 The Client acknowledges that **membership is a privilege, not a right**, and the Company may refuse renewal, refuse reactivation, or permanently ban a Client based on risk assessment, behavioural patterns, financial misconduct or any other factor deemed relevant.

60.10 The Client agrees that suspended or terminated Clients **forfeit access** to:
priority scheduling,
preferred pricing,
discounted mobilisation,
content access,
member support channels,
promotional abilities,
and all other subscription-derived advantages.

60.11 The Client acknowledges that membership termination resulting from misconduct does not constitute grounds for refund, credit, compensation, or dispute.

60.12 The Client agrees that the Company may document behavioural patterns, safety concerns, and risk indicators internally for future reference and legal defence. The Client waives any objection to such documentation.

60.13 The Client acknowledges that termination may occur even if the Client has not engaged in a single catastrophic act; cumulative micro-breaches, repeated rudeness, subtle manipulation, soft intimidation, inconsistent payment behaviour or ongoing operational disruption may collectively justify termination.

60.14 The Client agrees that reactivation of suspended membership—if permitted—may require full payment of outstanding balances, additional verification, new billing details, or reinstatement fees.

60.15 The Client acknowledges that termination for safety reasons may include Police referral, trespass notices, cease-and-desist directives, or other lawful measures if required to protect Company personnel.

60.16 The Client agrees that membership status, whether suspended or terminated, has **no impact** on the enforceability of outstanding debts, penalties, compliance fees, booking fees or minimum-term payment obligations.

60.17 The Client acknowledges that membership benefits cannot be transferred, shared, refunded, paused indefinitely, or gifted to others, and do not survive suspension or termination.

60.18 The Client agrees that termination decisions are **final**, binding and not subject to appeal, dispute, external review, or negotiation unless required by law.

60.19 This section forms **Part Twenty-Six** of the Master Disclaimer and establishes the Company's ultimate authority over membership continuation, suspension, termination and financial enforcement.

SECTION 61.0 – COURIER SERVICE LIABILITY FRAMEWORK, DANGEROUS GOODS DISCLOSURE, ITEM RISK TRANSFER, CHAIN OF CUSTODY LIMITATIONS & LOSS/DAMAGE WAIVER (PART 27 OF THE MASTER DISCLAIMER)

61.1 The Client acknowledges, understands and irrevocably agrees that all courier, delivery, transport, handover, or item-movement services provided by Transportation Me Pty Ltd ("the Company") operate strictly under a **limited liability framework**, wherein the Company assumes no responsibility for loss, damage, delay, contamination, theft, breakage, spoilage, leakage, temperature exposure, malfunction, or deterioration of any item once accepted, carried, handled, or transported.

61.2 The Client acknowledges that courier services inherently involve risk, including movement, vibration, stacking limitations, climatic exposure, public interaction, third-party handling, road conditions, sudden stops, turns, braking, acceleration, and unpredictable external interference. The Client agrees that all such risks transfer fully to the Client the moment the Company takes possession of the item.

61.3 The Client agrees they must **accurately disclose** all relevant details about the item prior to transport, including fragility, weight, dimensions, structural sensitivity, temperature sensitivity, hazardous composition, leakage potential, perishability, or any characteristic that may affect safe carriage. The Client acknowledges that nondisclosure—intentional or accidental—constitutes a material breach.

61.4 The Client agrees that the Company may refuse, abandon, isolate, quarantine, or lawfully dispose of any item that is discovered to be:

dangerous,
illegal,
biohazardous,
leaking,
contaminated,
flammable,
corrosive,
explosive,
radioactive,
infectious,
or otherwise hazardous.

The Client acknowledges that refusal or disposal arising from nondisclosure does not entitle them to refund or compensation.

61.5 The Client acknowledges that the Company is not required to open or inspect items, verify contents, conduct safety testing, confirm legality, or weigh/measure packages. The Client accepts that the Company relies solely on the Client's representations, and the Client assumes full liability for any inaccuracies.

61.6 The Client agrees that the Company's acceptance of an item does not constitute acknowledgment that:

the item is safe,
the item is legal,
the item is suitable for transport,
the packaging is adequate,
or the Client's disclosures are accurate.

61.7 The Client acknowledges that **chain of custody** is limited. Once the item is picked up, the Company will make reasonable efforts to deliver it, but the Company does not guarantee any of the following:

exact delivery times,
continuity of possession,
delivery pathway,
handover procedure,
recipient presence,
secure storage during transit,
or recipient verification beyond what is reasonably practical.

61.8 The Client agrees that if a recipient refuses delivery, is unavailable, provides an incorrect address, disputes receipt, or cannot be located, the Company may return the item to the Client at additional cost or dispose of it if return is impractical.

61.9 The Client acknowledges that **loss or damage** may occur due to factors beyond the Company's control, including:

recipient mishandling,
weather exposure,
road accidents,
vehicle theft,
break-ins,
civil disturbance,
third-party interference,

or unforeseeable incidents.

The Client agrees that the Company bears no liability for any such occurrences.

61.10 The Client agrees that fragile items—including glass, electronics, collectibles, instruments, artistic goods, or appliances—must be packaged adequately prior to handover. The Company has no responsibility for packaging failure, inadequate cushioning, unstable boxes, or internal shifting during transport.

61.11 The Client acknowledges that **temperature-sensitive items**, such as food, samples, biological materials, chemicals, medical supplies, frozen goods, or fragile cosmetics, are particularly vulnerable, and the Company provides no refrigeration, temperature control, or climate protection unless explicitly stated in writing.

61.12 The Client agrees that perishable items are transported strictly at the Client's risk, and the Company is not liable for spoilage, degradation, odour, leakage, or contamination.

61.13 The Client acknowledges that **delivery timelines are estimates only** and may change due to traffic, emergencies, location access limitations, weather, or operational requirements. The Company bears no responsibility for late deliveries or missed deadlines.

61.14 The Client agrees that courier services do not include:

- packing items,
- assembling items,
- testing items,
- cleaning items,
- disassembling items,
- installing items,

or ensuring items meet recipient expectations.

61.15 The Client acknowledges that the Company may photograph or document an item at pickup or delivery for internal record-keeping. Such documentation is not guaranteed, and failure to document an item does not imply liability.

61.16 The Client agrees that once an item is handed to the intended recipient—or any person reasonably believed to be authorised to accept it—the Company's obligations are fully discharged. Disputes between the Client and recipient fall outside the Company's responsibility.

61.17 The Client acknowledges that the Company may refuse courier services entirely if the item appears unsafe, illegal, poorly packaged, excessively large, excessively heavy, or incompatible with the Company's operational capabilities.

61.18 The Client agrees that any **damage caused by an item**, including contamination of the vehicle, equipment damage, odour, staining, infestation, leakage, breakage, or hazardous residue, shall be the Client's sole responsibility, and the Company may bill cleaning fees, repair costs or replacement value.

61.19 The Client acknowledges that courier services may be suspended or terminated immediately if the Company discovers the item is prohibited, dangerous, or inconsistent with the Client's description. The Client agrees that emergency termination does not entitle them to a refund.

61.20 This section forms **Part Twenty-Seven** of the Master Disclaimer and establishes a fully comprehensive liability structure for all courier and item-related risks, ensuring total transfer of responsibility to the Client.

SECTION 62.0 – DRONE OPERATIONS, CASA COMPLIANCE, AERIAL FILMING SAFETY, AIRSPACE LIMITATIONS, TECHNICAL FAILURE RISK & AERIAL-RISK WAIVER (PART 28 OF THE MASTER DISCLAIMER)

62.1 The Client acknowledges, understands and irrevocably agrees that all drone operations conducted by Transportation Me Pty Ltd ("the Company") are governed by Australian aviation law, including all rules, standards and expectations established by the **Civil Aviation Safety Authority (CASA)**. The Client accepts that the Company must comply strictly with these regulations, and that such compliance may override Client preferences, filming plans, creative goals or on-site instructions.

62.2 The Client agrees that all drone operations are subject to environmental, geographical, legal and technical restrictions, including but not limited to:

- restricted airspace,
- no-fly zones,
- proximity to airports,
- emergency helicopter routes,
- police or medical aircraft activity,
- high-rise density,
- overcrowded public spaces,
- unstable weather conditions,
- signal interference,
- sunlight direction,
- GPS errors,
- battery drainage,
- and electromagnetic disturbance.

The Client acknowledges that such factors may require altering, delaying or cancelling flights without notice.

62.3 The Client acknowledges that the Company has full and final authority to determine whether drone flight is safe, lawful, or operationally viable at any given moment. The Client agrees that attempting to pressure, influence, argue with, or override the Company's drone safety judgment constitutes a serious breach.

62.4 The Client agrees that drone filming is inherently unpredictable and subject to:

wind gusts,
thermal turbulence,
magnetic interference,
signal loss,
unexpected aircraft,
bystander intrusion,
wildlife interference (birds in particular),
GPS drift,
and software or firmware anomalies.

The Client accepts that no guarantee of precise manoeuvrability, stability, composition or footage quality can ever be provided.

62.5 The Client acknowledges that drone batteries may deplete faster than estimated due to hidden environmental variables such as wind resistance, temperature, humidity, climb altitude or weight load. The Client agrees that early landing, reduced flight duration or aborted flights do not constitute service failure.

62.6 The Client agrees that the Company may at any time immediately land or crash-land the drone if necessary to prevent greater harm. The Client acknowledges that drones are disposable safety assets and may be sacrificed to prevent injury, property damage or CASA violations.

62.7 The Client acknowledges that even with proper operation, drones remain vulnerable to catastrophic failure, including:

motor failure,
propeller detachment,
ESC malfunction,
camera gimbal collapse,
compass error,
blackout fall,
return-to-home miscalculation,
and unexpected descending behaviour.

The Client agrees that the Company is not liable for any consequences arising from such failures.

62.8 The Client agrees that drones cannot legally operate in certain conditions, including beyond visual line of sight (BVLOS), above maximum altitude limits, above crowds, indoors without approval, near emergency events, near law enforcement operations, or in prohibited flight areas. The Client acknowledges that requests to film illegally will be refused.

62.9 The Client acknowledges that drone footage may be influenced by:

sun glare,
lens distortion,
camera noise,
sensor temperature,
wind wobble,
shadows,
unwanted reflections,
and rapid lighting changes.

The Client agrees that such imperfections do not constitute grounds for refund or re-shoot.

62.10 The Client agrees that drone operations may attract public attention, interference or curiosity from bystanders, and the Company is not responsible for crowd behaviour, public obstruction or comments from onlookers.

62.11 The Client acknowledges that aerial filming locations may need to be changed dynamically for safety or legal reasons. The Client agrees that such changes are final and non-negotiable.

62.12 The Client acknowledges that any damage caused by drone contact with property, vehicles, surfaces, foliage, or individuals due to unsafe Client instructions, pressured filming angles, or environmental risk created by the Client shall be the Client's full liability.

62.13 The Client agrees that drones require constant monitoring by the operator, and the Client must not distract, interfere, touch equipment, block line of sight, demand risky movements, or behave unpredictably around the drone operator.

62.14 The Client acknowledges that drone data—including footage and flight logs—may be corrupted, lost, incomplete or partially overwritten. The Company bears no liability for lost aerial footage due to SD card corruption, firmware update failure, storage malfunction, temperature issues or device crash.

62.15 The Client agrees that the Company is not obligated to release raw drone footage unless included in a purchased package. Even then, footage is provided "as-is," with no guarantee of stability, smoothness, or cinematic quality.

62.16 The Client acknowledges that drone footage may require post-processing, stabilisation, cropping, colour correction or editing to achieve footage of acceptable quality. Editing is not included unless explicitly purchased as part of a media package.

62.17 The Client agrees that drone filming is weather-dependent. High winds, rainfall, fog, heat, cold or humidity may reduce or eliminate safe flying opportunities. The Client accepts that last-minute weather cancellations are common and unavoidable.

62.18 The Client acknowledges that the drone operator may take emergency defensive actions, including rapid ascent, descent, lateral shift or immediate landing, which may disrupt planned shots. The Client agrees that such actions do not constitute failure of service.

62.19 The Client acknowledges that CASA regulations extend to privacy, requiring drones to avoid sensitive locations and private property without consent. The Client agrees not to pressure the Company into unlawful privacy intrusion.

62.20 The Client agrees that they shall not operate, touch, modify, adjust, or attempt to assist the drone operator unless explicitly authorised. The Client acknowledges that drones are delicate, regulated aviation devices with strict handling requirements.

62.21 The Client acknowledges that any request to perform high-risk shots—low-altitude passes, building fly-throughs, stunt sequences, water-edge flights, vehicle tracking at close range, or rooftop manoeuvres—may be refused at the Company's discretion.

62.22 The Client agrees that the Company bears no liability if drone footage is incomplete, unusable, blurry, unstable, partially missing, or fails to achieve cinematic expectations due to environmental or operational constraints.

62.23 The Client acknowledges that drone flights may end unexpectedly due to interference from nearby power lines, metal structures, electrical substations, large cranes, cellular towers, or magnetic ground effects. The Company is not liable for disruptions caused by such phenomena.

62.24 This section forms **Part Twenty-Eight** of the Master Disclaimer and provides a full legal shield against aerial risk, technical unpredictability and aviation-related liability.

SECTION 63.0 – TRANSPORTATION RISK ALLOCATION, REGULATORY COMPLIANCE, PASSENGER SAFETY OBLIGATIONS & QLD TRANSPORT LAW DISCLAIMER (PART 29 OF THE MASTER DISCLAIMER)

63.1 The Client acknowledges, understands and irrevocably agrees that all transportation services provided by Transportation Me Pty Ltd ("the Company") operate within the legal framework of Queensland transport laws, road safety regulations, vehicle operation standards, fatigue management expectations, public passenger transport requirements, and any additional obligations arising from State or Federal legislation. The Client accepts that these laws supersede any personal preferences, timing expectations, creative desires or convenience-based requests they may have.

63.2 The Client agrees that the Company's driver retains **absolute authority** over vehicle operation, route selection, speed, lane choice, stopping points, pickup/ drop-off location adjustments, hazard responses, avoidance manoeuvres and emergency changes to travel plan. The Client acknowledges that attempts to override the driver's judgment—whether verbally, through pressure, or emotional escalation—constitute breach.

63.3 The Client acknowledges that **transportation inherently carries risk**, including collision risk, sudden braking, aggressive third-party drivers, potholes, road debris, unpredictable pedestrians, wildlife crossings, construction zones, microclimate weather, and other hazards outside the Company's control. The Client agrees that they voluntarily assume all such risks.

63.4 The Client acknowledges that the Company's vehicle may be required to adjust speed, deviate routes, stop abruptly, avoid hazards, or exit the roadway due to unpredictable environmental or traffic conditions. Such adjustments do not constitute negligence.

63.5 The Client agrees that inappropriate behaviour inside the vehicle—including shouting, sudden movement, distracting the driver, touching controls, blocking mirrors, impeding seatbelt function, leaning forward aggressively, playing loud audio, vaping, smoking, attempting to film the driver, or behaving unpredictably—creates unacceptable risk and may result in immediate termination of service without refund.

63.6 The Client acknowledges that the Company may modify or cancel transportation services due to:
unsafe weather,
flooding,
bushfire alerts,
police operations,
dangerous neighbourhoods,
late-night hostility,
road closures,
public disorder,
vehicle maintenance alerts,
or any factor that threatens safe operation.

The Client agrees that cancellations necessary for safety do not entitle them to refund.

63.7 The Client agrees that all seatbelt regulations must be followed at all times. Failure to wear a seatbelt, refusal to comply, or deliberate unbuckling during transit constitutes breach and shifts full liability for resulting harm to the Client.

63.8 The Client acknowledges that **intoxicated, unstable, aggressive or unpredictable passengers** may significantly increase risk. The Client agrees that the Company may refuse carriage, terminate service, or contact authorities if a passenger demonstrates risk behaviours.

63.9 The Client acknowledges that the Company is not responsible for delays caused by traffic, accidents, roadworks, diversions, fuel stops, random breath test stops by police, vehicle inspections, or other uncontrollable external forces.

63.10 The Client agrees that any damage caused by them inside the vehicle—including stains, scratches, smells, spills, breakage, bodily fluid contamination, or structural damage—shall be paid in full by the Client, including cleaning fees, repair costs and downtime compensation.

63.11 The Client acknowledges that transportation may include **public filming** or incidental visibility of the vehicle. The Client waives any claim relating to public exposure of their presence in or around the vehicle.

63.12 The Client acknowledges that the Company's compliance with transport law cannot be negotiated, modified or relaxed at the Client's request. The Client agrees not to ask the driver to speed, run lights, use bus lanes, make illegal U-turns, stop in prohibited zones or engage in dangerous manoeuvres.

63.13 The Client acknowledges that the Company may require alternative pickup or drop-off locations if the intended location is unsafe, illegal, obstructed, under police operation, or otherwise improper.

63.14 The Client agrees that all **mobility-impaired passengers** must disclose their needs in advance. Failure to disclose accessibility considerations does not create liability for the Company.

63.15 The Client acknowledges that service timelines are estimates only and are not guaranteed.

63.16 The Client acknowledges that the Company's compliance with Queensland law shields it from liability for lost time, inconvenience, missed appointments or dissatisfaction arising from lawful procedural delays.

63.17 This section forms **Part Twenty-Nine** of the Master Disclaimer and establishes the legal and safety framework for transportation risk allocation under Queensland transport law.

SECTION 64.0 – MISUSE OF COMPLAINT SYSTEMS, BAD-FAITH ALLEGATIONS, INVESTIGATION PROTOCOLS, FALSE REPORTING LIABILITY & CLIENT COOPERATION REQUIREMENTS (PART 30 OF THE MASTER DISCLAIMER)

64.1 The Client acknowledges, understands and irrevocably agrees that all complaint processes, internal investigations, safety reviews, operational assessments and dispute responses conducted by Transportation Me Pty Ltd ("the Company") require full honesty, transparency and cooperation from the Client. The Client accepts that providing false, selective, manipulated, exaggerated or misleading information during such processes constitutes a material breach.

64.2 The Client agrees that **misuse of complaint mechanisms**—including fabricating concerns, exaggerating incidents, omitting critical context, staging events, manipulating screenshots, deleting messages, selectively presenting facts, or attempting to emotionally blackmail the Company through complaint—constitutes deliberate bad-faith conduct.

64.3 The Client acknowledges that false allegations or bad-faith complaints may result in:
termination of service,
refusal of future service,
financial penalties,
activation of indemnity clauses,
legal escalation,
and reporting to relevant authorities where applicable.

64.4 The Client agrees that internal investigations may require review of:
communication logs,
location data,
booking timestamps,
internal notes,
staff statements,
third-party information,
and any available media.
The Client acknowledges that refusal to participate, delayed responses, contradicting previous statements, or failure to provide requested clarification will be taken as evidence of potential misconduct.

64.5 The Client acknowledges that complaint systems are not to be used for:
venting frustration,
emotion-based retaliation,
threatening the Company,
leveraging refunds,
pressuring staff,
seeking discounts,
or attempting to avoid penalties.

64.6 The Client agrees that any complaint or allegation made must be factual, verifiable, honest and proportionate. Dramatic, embellished or defamatory framing constitutes breach.

64.7 The Client acknowledges that if the Company determines a complaint to be malicious, opportunistic, manipulative or dishonest, the Client may be liable for:
administrative cost recovery,
operational loss,
legal defence costs,
and reputational harm damages.

64.8 The Client agrees that complaint processes do not pause, delay, reduce or negate ongoing payment obligations, including subscription fees, penalties or outstanding invoices.

64.9 The Client acknowledges that investigations may conclude without action if evidence is insufficient, inconsistent or contradicted by logs or objective information.

64.10 The Client agrees that the Company's determination following an investigation is final and binding unless legally challenged under strict procedural standards.

64.11 The Client acknowledges that repeated frivolous complaints are treated as harassment and may result in membership termination.

64.12 The Client agrees that attempting to escalate a complaint to a bank, financial institution, platform, third party, public forum or social media before allowing the Company to investigate internally constitutes bad-faith conduct.

64.13 The Client acknowledges that all complaint-related communications may be archived indefinitely to support future legal defence.

64.14 This section forms **Part Thirty** of the Master Disclaimer and establishes the full legal framework for protecting the Company against false complaints, fraudulent allegations and misuse of dispute processes.

SECTION 65.0 – LEGAL COST RECOVERY, ENFORCEMENT EXPENSES, DEBT ACCELERATION, COLLECTION ACTIONS & CLIENT RESPONSIBILITY FOR ALL ENFORCEMENT COSTS (PART 31 OF THE MASTER DISCLAIMER)

65.1 The Client acknowledges, understands and irrevocably agrees that all legal, administrative, investigative, enforcement, recovery and collection actions undertaken by Transportation Me Pty Ltd (“the Company”) in response to any breach, dispute, chargeback, unpaid fee, misconduct, or contractual violation shall be undertaken entirely at the **Client’s financial expense**. The Client accepts that enforcement of this Disclaimer must never leave the Company financially disadvantaged.

65.2 The Client agrees that if the Company engages solicitors, barristers, debt collectors, mediators, enforcement agents or legal consultants to address any Client breach—whether related to payment, behaviour, defamation, fraud, or contract violation—the Client must pay **all** associated costs, including but not limited to:
legal consultation fees,
billable hours,
document preparation fees,
correspondence costs,
court filing fees,
hearing fees,
process server fees,
debt recovery commissions,
skip-tracing services,
and enforcement warrants.

65.3 The Client acknowledges that these costs may accumulate rapidly and may exceed the original disputed amount. The Client agrees that such escalation does not diminish enforceability.

65.4 The Client agrees that if the Company must pursue legal action to recover outstanding payments or enforce contractual rights, the Client shall also be liable for **interest**, calculated at a commercially reasonable rate, applied to all overdue amounts until paid in full.

65.5 The Client acknowledges that **debt acceleration** may occur if the Client breaches subscription terms, engages in chargeback fraud, or defaults on payments. In such situations, all remaining future subscription payments become immediately due and payable in full.

65.6 The Client agrees that failure to pay any accelerated balance within the Company’s nominated timeframe may result in formal debt collection, litigation, and enforcement orders.

65.7 The Client acknowledges that hiding, blocking communication, deleting accounts, ignoring messages, failing to respond, or otherwise attempting to evade enforcement does not relieve them of liability and instead strengthens the Company’s case for legal escalation.

65.8 The Client agrees that they are responsible for ensuring their contact details remain up-to-date. Failure to receive communication due to outdated information does not invalidate enforcement actions.

65.9 The Client acknowledges that the Company may pursue recovery in any lawful manner, including:
transfer to debt collection agencies,
Magistrates Court proceedings,
applications for judgment,
seizure orders,
garnishment (where lawful),
and credit reporting consequences.

65.10 The Client agrees that if judgment is entered against them, the Company may pursue costs associated with enforcing that judgment, including sheriff fees, repossession fees, asset investigation costs, and lien applications where applicable.

65.11 The Client acknowledges that legal proceedings may require disclosure of communications, internal notes, correspondence logs, screenshots, booking data, or incident reports. The Client agrees that the Company may use such information freely in court.

65.12 The Client agrees that legal cost recovery obligations survive termination of service, cancellation of subscription, cessation of communication and any attempt by the Client to disengage.

65.13 The Client acknowledges that the Company’s decision to enforce, delay, or waive enforcement in a particular case does not constitute precedent, waiver or obligation to act similarly in future cases.

65.14 The Client agrees that they are responsible for **all enforcement costs**, even if they are ultimately unsuccessful in disputing charges through their bank or a third-party platform.

65.15 This section forms **Part Thirty-One** of the Master Disclaimer and establishes the complete legal foundation for shifting all enforcement and legal costs to the Client.

SECTION 66.0 – DATA RETENTION LIMITATIONS, STORAGE POLICY, CLIENT NON-RELIANCE, NO-ARCHIVAL GUARANTEE & DATA-LOSS WAIVER (PART 32 OF THE MASTER DISCLAIMER)

66.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd (“the Company”) is under **no obligation to store, archive, retain, preserve, or maintain** any digital communication, booking record, dashcam clip, drone footage, photograph, message history, GPS data, email correspondence, or operational documentation beyond the minimum period required by law or operational necessity.

66.2 The Client accepts that all internal records—including but not limited to administrative logs, safety notes, booking details, contact information, footage references, and incident reports—may be deleted at any time for operational, storage, privacy, technological or maintenance reasons. The Client agrees that no expectation of long-term preservation exists.

66.3 The Client acknowledges that data retention is subject to inherent technological fragility, including:

- system crashes,
- software updates,
- file corruption,
- device failure,
- accidental deletion,
- power loss,
- cloud syncing issues,
- metadata fragmentation,
- or hardware malfunction.

The Client agrees that the Company bears no liability for data loss arising from such events.

66.4 The Client agrees that they must not rely on the Company to store or retrieve information for personal use, legal disputes, nostalgic value, reconstructing lost content, or any purpose beyond the Company’s operational needs.

66.5 The Client acknowledges that the Company’s systems—including mobile devices, laptops, dashcams, SD cards, cloud drives, application platforms, booking software, and website databases—may automatically overwrite or purge old data based on system capacity or predefined settings.

66.6 The Client agrees that **dashcam data**, if captured at all, is automatically overwritten within approximately 24 hours or less and is not preserved unless legally required. Failure to preserve footage does not imply wrongdoing.

66.7 The Client acknowledges that the Company may delete messages or communication threads after a dispute is resolved or after they are no longer required. The Client agrees that deletion cannot be interpreted as misconduct, tampering or concealment.

66.8 The Client agrees that the Company may store certain data longer for legal defence, operational continuity, or risk assessment, but is not obligated to provide such data to the Client unless compelled by law.

66.9 The Client acknowledges that **no part of the Company’s data structure** constitutes a records-keeping service, archival service, backup service, or digital storage solution for Client media or communications.

66.10 The Client agrees that the Company bears no liability for consequences resulting from failure to retain data, including loss of potential evidence, inability to reconstruct events, or loss of footage that the Client wishes to obtain after-the-fact.

66.11 The Client acknowledges that even when requested lawfully, certain data may be unrecoverable and that such unavailability does not constitute negligence.

66.12 The Client agrees that they bear full responsibility for retaining their own copies of communications or information they may need in the future.

66.13 The Client acknowledges that the Company cannot guarantee privacy, encryption permanence, or uninterrupted digital storage due to technological limitations and external vulnerabilities inherent in all electronic systems.

66.14 This section forms **Part Thirty-Two** of the Master Disclaimer and establishes the Company’s complete exemption from data-retention responsibility and all associated liability.

SECTION 67.0 – INSURANCE LIMITATIONS, NON-COVERED SITUATIONS, EXCLUSION OF CLAIMS, CLIENT WAIVER OF INSURABLE EXPECTATIONS & LIABILITY OUTSIDE POLICY SCOPE (PART 33 OF THE MASTER DISCLAIMER)

67.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd (“the Company”) may carry certain forms of insurance required by law or obtained voluntarily for operational prudence; however, **such insurance exists for the Company’s benefit only**, and does not create rights, entitlements, coverage guarantees, or indemnifiable expectations for the Client under any circumstances.

67.2 The Client agrees that they are **not** a named insured, co-insured, third-party beneficiary, contingent insured or implied beneficiary under any Company policy. The Client acknowledges that insurance contracts are private agreements between the Company and its insurer(s), and the Client has no standing to request, demand, interfere with or benefit from any insurance claim, payout or assessment.

67.3 The Client acknowledges that **most losses caused by Client behaviour**—including negligence, misconduct, concealment of facts, dangerous items, intoxication, unsafe companions, harassment, vandalism, property damage, contamination or illegal conduct—are explicitly excluded from standard insurance policies. The Client agrees that they remain financially responsible even if the Company's insurance refuses coverage.

67.4 The Client agrees that insurance policies may limit or exclude claims for:

wear and tear,
cosmetic damage,
gradual deterioration,
lost profit,
lost bookings,
mobile device damage,
drone loss,
creative work interruption,
data loss,
privacy breach claims,
third-party misconduct,
acts of vandalism,
improperly declared courier items,
or damage caused by passengers.

The Client acknowledges that they must personally compensate the Company for any uninsured loss they cause.

67.5 The Client acknowledges that even when a claim is lodged, insurers may request detailed documentation, evidence, witness accounts, photographs, logs and incident reports. The Client agrees to cooperate fully and promptly if their involvement is required for lawful claim processing.

67.6 The Client agrees that the Company is not responsible for any **delay, denial, partial payout, reduced payout, increased premium, excess charge or claim dispute** arising between the Company and its insurer. The Client acknowledges that such insurance outcomes do not reduce their liability in any way.

67.7 The Client acknowledges that drone damage—including total loss, mid-air failure, crash landing, water damage, magnetism interference or battery collapse—is often considered an uninsured operational risk. The Client agrees that if their behaviour contributed to the loss, they are responsible for replacement value.

67.8 The Client agrees that if their conduct results in an insurance claim being rejected—due to false statements, undeclared items, prohibited goods, misrepresentation, intoxication, illegal activity or non-compliance—they will compensate the Company for the full uninsured amount.

67.9 The Client acknowledges that **insurance excess payments** (deductibles), if applicable, must be paid by the Client when the Client caused or contributed to the incident.

67.10 The Client agrees that insurance does not cover reputational harm, emotional distress, online commentary, negative reviews, defamatory statements or any damage arising from the Client's digital conduct.

67.11 The Client acknowledges that insurance may not cover events classified as:

acts of God,
weather anomalies,
airspace interference,
civil unrest,
riots or public disorder,
pandemic restrictions,
government actions,
cyber attacks,
or system outages.

The Client agrees that these exclusions do not create liability for the Company.

67.12 The Client acknowledges that **the Company makes no representation** that its insurance will ever respond, succeed, or pay out in relation to any incident involving the Client.

67.13 The Client agrees that insurance matters are entirely separate from the Company's contractual rights under this Disclaimer, and the Client remains liable for all losses arising from their conduct regardless of insurance outcomes.

67.14 This section forms **Part Thirty-Three** of the Master Disclaimer and establishes complete protection for the Company regarding insurance expectations, exclusions and coverage limitations.

SECTION 68.0 – SUBCONTRACTOR USE, THIRD-PARTY SERVICE DISCLAIMER, LIMITATION OF CONTROL, INDEPENDENT CONTRACTOR STATUS & NON-LIABILITY FOR EXTERNAL PROVIDERS (PART 34 OF THE MASTER DISCLAIMER)

68.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd ("the Company") may engage subcontractors, third-party couriers, drone operators, creative assistants, media specialists, equipment suppliers or external partners ("Third-Party Providers") to facilitate or support aspects of service delivery. The Client accepts that such Third-Party Providers operate independently and are **not employees, agents or representatives** of the Company unless explicitly stated in writing.

68.2 The Client acknowledges that Third-Party Providers maintain their own insurance, licensing, safety procedures, privacy standards, operational methods, schedules, pricing logic and professional boundaries. The Client agrees that the Company is not responsible for supervising or controlling their conduct beyond what is required by law.

68.3 The Client agrees that the Company is not liable for:
delays caused by Third-Party Providers,
their personal behaviour,
their creative decisions,
their technical limitations,
equipment malfunctions,
vehicle issues,
unforeseen cancellations,
misunderstandings,
scheduling conflicts,
accidents,
or any other operational issue occurring under their control.

68.4 The Client acknowledges that subcontractors may experience unexpected issues or emergencies, including sickness, device failure, transport delays, weather limitations, workload overflow or legal restrictions. The Company bears no responsibility for these disruptions.

68.5 The Client agrees that Third-Party Providers do not have authority to modify, waive, interpret, extend or negotiate any part of this Disclaimer or the Terms of Service. Any statement made by a subcontractor does not bind the Company.

68.6 The Client acknowledges that subcontractors may require the Client to comply with additional rules or safety requirements, and the Company is not responsible for enforcing those rules on their behalf.

68.7 The Client agrees that if a Third-Party Provider suffers loss, damage or risk as a result of Client conduct, the Client is fully liable for compensating them directly or compensating the Company for the liability.

68.8 The Client acknowledges that creative Third-Party Providers—including photographers, videographers, editors or drone specialists—may produce media in styles inconsistent with the Client's expectations, and the Company is not liable for aesthetic differences.

68.9 The Client agrees that Third-Party Providers may refuse service, terminate service, or adjust workflow based on safety, legal, creative or professional concerns. The Company bears no liability for such decisions.

68.10 The Client acknowledges that Third-Party Providers may independently store, process or handle media files, and the Company makes no guarantee regarding availability, quality, integrity, editing standards, retention period or data protection by these providers.

68.11 The Client agrees that any disputes between the Client and a Third-Party Provider must be addressed directly with that provider, not the Company. The Company may—but is not required to—facilitate communication.

68.12 The Client acknowledges that subcontractors may use different vehicles, drones, cameras or equipment than those used by the Company, and such variations do not constitute breach or grounds for complaint.

68.13 This section forms **Part Thirty-Four** of the Master Disclaimer and establishes complete legal protection for the Company regarding third-party involvement and subcontractor liability.

SECTION 69.0 – FORCE MAJEURE, UNCONTROLLABLE EVENTS, SERVICE DISRUPTION WAIVER, OPERATIONAL LIMITATION ACKNOWLEDGMENT & NON-LIABILITY FOR EXTERNAL CONDITIONS (PART 35 OF THE MASTER DISCLAIMER)

69.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd ("the Company") shall not be liable for any delay, failure, modification, disruption, cancellation, inability to perform, partial performance, or deviation from expected service delivery arising from **Force Majeure Events** or any external conditions outside the Company's direct and reasonable control.

69.2 The Client agrees that Force Majeure Events include, but are not limited to:
natural disasters,
flooding,
storms,
cyclones,
fires,
heatwaves,
power outages,
network failures,
server outages,
equipment shortages,
disease outbreaks,
pandemics,
government lockdowns,
police operations,
military activity,
public emergencies,
road closures,

accidents,
riots or civil unrest,
mass evacuations,
terrorism threats,
industrial action,
public disorder,
transport disruption,
global supply-chain issues,
and any unforeseen environmental or operational hazard.

69.3 The Client acknowledges that the Company may immediately alter, delay, modify or cancel services when confronting unpredictable conditions. The Client agrees that such adjustments do not entitle them to refunds, credits, compensation, complaint escalation or legal claims.

69.4 The Client agrees that Force Majeure may impact:
transportation timelines,
filming scheduling,
drone usability,
media availability,
courier delivery windows,
communication channels,
pricing logic,
staff availability,
and operational continuity.
The Client accepts full responsibility for any inconvenience resulting from these impacts.

69.5 The Client acknowledges that weather-related conditions—including high winds, rain, hail, humidity, temperature extremes, glare, fog or unpredictable microclimates—may prevent safe drone operation, filming, or travel, and the Company shall not be required to risk equipment, personnel or Client safety.

69.6 The Client agrees that infrastructure disruptions—including fuel shortages, roadworks, mass traffic congestion, toll closures, emergency detours, or public events—may significantly alter expected travel times. Such disruptions do not constitute service failure.

69.7 The Client acknowledges that global or national crises—such as pandemics, industrial shutdowns, supply interruptions, software collapses, cyber-attacks or widespread service outages—may severely limit Company operations. The Client agrees that such limitations eliminate liability entirely.

69.8 The Client agrees that the Company shall not be held responsible for:
film schedule disruptions,
lost creative opportunities,
event lateness,
rescheduling costs,
emotional distress,
changed plans,
or any secondary consequences resulting from Force Majeure.

69.9 The Client acknowledges that Force Majeure may require the Company to deploy emergency procedures, refuse certain bookings, relocate filming zones, adjust pricing, limit personnel exposure, or modify safety protocols. These decisions are non-negotiable.

69.10 The Client agrees that if a Force Majeure event impacts service delivery, subscription obligations remain fully enforceable, including minimum-term commitments and scheduled billing.

69.11 The Client agrees that the Company may prioritise safety over convenience and may implement service suspensions, operational reassignments or reduced coverage without notice.

69.12 The Client acknowledges that Force Majeure clauses survive all other provisions and override any inconsistent expectations or assumptions.

69.13 This section forms **Part Thirty-Five** of the Master Disclaimer and establishes a comprehensive non-liability framework for all external conditions beyond the Company's control.

SECTION 70.0 – UNIVERSAL INTERPRETATION RULES, CONTRACT HIERARCHY, GENERAL PROVISIONS, DOCUMENT PRECEDENCE & FINAL CLOSING CLAUSES (PART 36 OF THE MASTER DISCLAIMER)

70.1 The Client acknowledges, understands and irrevocably agrees that this Master Disclaimer shall be interpreted in favour of Transportation Me Pty Ltd ("the Company") wherever ambiguity exists, and that all clauses must be read holistically to maximise protective intent.

70.2 The Client agrees that where multiple Company documents exist—including Terms of Service, Privacy Policy, booking confirmations, digital statements or website references—**this Master Disclaimer takes precedence** on all matters relating to liability, safety, risk, indemnity, conduct requirements and financial obligations.

70.3 The Client acknowledges that headings, bold text, spacing, formatting or stylistic choices are included for readability only and do not alter the legal meaning or enforceability of any clause.

70.4 The Client agrees that if any part of this document is deemed unenforceable, the remainder shall continue in full effect. Severance shall apply narrowly to preserve maximum enforceability.

70.5 The Client acknowledges that the Company may update, alter, revise, expand or replace this document at any time, and that updated versions become enforceable immediately upon publication.

70.6 The Client agrees that contractual acceptance is achieved through conduct, continued engagement, service usage, communication, or payment, regardless of whether the Client formally signs or verbally acknowledges this document.

70.7 The Client acknowledges that **no verbal modification, staff reassurance, informal agreement, or casual conversation** can modify this document unless explicitly confirmed in writing by the Company.

70.8 The Client agrees that this Disclaimer shall survive the termination of service, cancellation of subscription, conclusion of project, or expiration of any individual booking.

70.9 The Client acknowledges that they have had the opportunity to obtain independent legal advice and that failure to do so does not weaken enforceability.

70.10 The Client agrees that attempts to reinterpret sections for personal advantage, selectively isolate phrases, or apply contradictory meaning constitute breach and manipulation.

70.11 The Client acknowledges that neither time elapsed, nor lack of enforcement in a particular instance, waives the Company's rights to enforce the document in full at any future time.

70.12 The Client agrees that digital copies, screenshots, archived versions, or extracted portions of this document are valid and enforceable without requiring physical signatures.

70.13 This section forms **Part Thirty-Six** of the Master Disclaimer and officially concludes the mandatory foundational structure of the document up to Section 70.

SECTION 71.0 – PSYCHOLOGICAL SAFETY, EMOTIONAL RESPONSIBILITY, CLIENT SELF-AWARENESS OBLIGATIONS, STRESS-RELATED RISK WAIVER & BEHAVIOURAL STABILITY REQUIREMENTS (PART 37 OF THE MASTER DISCLAIMER)

71.1 The Client acknowledges, understands and irrevocably agrees that emotional state, psychological condition, mental clarity, mood, stress level, or personal circumstances do **not** diminish, override or excuse any contractual, behavioural, financial or safety obligations under this Master Disclaimer. The Client accepts that their emotional or psychological experience is their personal responsibility at all times.

71.2 The Client agrees that they must maintain reasonable emotional stability, behavioural control, situational awareness and self-regulation during all interactions with Transportation Me Pty Ltd ("the Company"), including transportation, filming, drone operations, courier handovers, subscription communication, and dispute processes.

71.3 The Client acknowledges that engaging services while distressed, intoxicated, fatigued, anxious, angry, overwhelmed or emotionally unstable increases risk and does not transfer responsibility to the Company. The Client accepts that they remain fully liable for their conduct, decisions, words, physical behaviour and consequences regardless of emotional condition.

71.4 The Client agrees that emotional escalation—crying, yelling, panic, passive-aggressive behaviour, dramatic displays, guilt-tripping, withholding cooperation, sarcasm used to intimidate, or sudden mood shifts—constitutes behavioural instability and may justify immediate termination of service for safety.

71.5 The Client acknowledges that the Company is not trained, obligated or responsible for providing psychological support, emotional counselling, conflict mediation, therapeutic intervention or crisis management. Any emotional reliance by the Client is strictly outside scope and entirely at the Client's own risk.

71.6 The Client agrees that if they experience panic attacks, anxiety, emotional breakdowns or psychological distress during a session, the Company may pause or terminate service to protect safety. The Client understands that such termination does not entitle them to refunds.

71.7 The Client acknowledges that their psychological state may impair decision-making, communication clarity, or cooperation. The Client agrees that they bear full responsibility for any misunderstandings, conflicts, missed details, or consequences arising from their emotional state.

71.8 The Client agrees not to attribute negative emotions, discomfort, embarrassment, social anxiety, insecurity, or internal distress to any wrongdoing by the Company unless supported by objective, factual evidence.

71.9 The Client acknowledges that emotional reactions used manipulatively—crying to avoid penalties, emotional pressure to influence decisions, anger to intimidate staff, or public victim narratives—constitute misconduct and activate indemnity obligations.

71.10 The Client agrees that emotional instability from companions, friends, partners or associates accompanying the Client is treated identically as the Client's own behaviour. The Client assumes full liability.

71.11 The Client acknowledges that the Company may document emotional or behavioural instability for internal safety, risk assessment and legal defence purposes.

71.12 This section forms **Part Thirty-Seven** of the Master Disclaimer and establishes the Client's responsibility for emotional stability and psychological safety across all interactions.

SECTION 72.0 – SOCIAL MEDIA HARASSMENT, DIGITAL MISCONDUCT, ONLINE THREATS, CYBER-ATTACK CONSEQUENCES & REPUTATIONAL PROTECTION (PART 38 OF THE MASTER DISCLAIMER)

72.1 The Client acknowledges, understands and irrevocably agrees that all digital behaviour—including posts, messages, videos, comments, stories, reactions, duets, stitches, shares, group-chat discussions and anonymous forum participation—fall under this Master Disclaimer and may constitute serious misconduct when directed at Transportation Me Pty Ltd (“the Company”).

72.2 The Client agrees that they must not use social media, messaging apps or online platforms to:

- harass the Company,
- publicly shame staff,
- spread false claims,
- exaggerate disputes,
- leak private conversations,
- create defamatory narratives,
- incite hostility or hatred,
- weaponise emotionally charged content,
- or manipulate public perception.

72.3 The Client acknowledges that online harassment includes indirect behaviour such as:

- posting vague references (“sub-tweeting”),
- sharing cryptic stories clearly intended to target the Company,
- uploading negative emojis or reactions attached to Company content,
- encouraging others to “cancel,” target or harass the Company,
- posting edited screenshots,
- or attempting to inflame public commentary.

72.4 The Client agrees that online misconduct triggers immediate consequences, including:

- indemnity activation,
- legal escalation,
- permanent refusal of services,
- debt acceleration (for subscription breaches),
- and potential defamation proceedings.

72.5 The Client acknowledges that the Company may screenshot, archive and retain any online content involving or referencing the Company for legal defence, dispute resolution or enforcement.

72.6 The Client agrees that weaponising social media to pressure the Company—posting during an active dispute, attempting to “expose,” provoke backlash, or damage reputation—constitutes malicious intent and breach of contract.

72.7 The Client acknowledges that emotionally persuasive online tactics (“venting,” “story-time videos,” “warning others,” “sharing my experience”) may still constitute defamation if inaccurate, misleading or exaggerated.

72.8 The Client agrees that the Company may issue takedown notices, platform reports, legal demands, or civil claims if digital conduct harms reputation or business interests.

72.9 The Client acknowledges that temporary posts (Stories, Snaps, TikTok ephemeral videos) are not exempt; even if deleted, screenshots or digital traces remain evidence of misconduct.

72.10 The Client agrees not to involve third-party creators, influencers, group chats, Discord servers, online communities or private pages to escalate disputes or apply pressure.

72.11 The Client acknowledges that social media anonymity does not shield them from enforcement, and attempts to defame or harm the Company through alt accounts or hidden profiles constitute breach.

72.12 The Client agrees that online harassment by companions, partners or associates is imputed to the Client as their responsibility.

72.13 This section forms **Part Thirty-Eight** of the Master Disclaimer and establishes a comprehensive legal framework against digital misconduct and reputational threats.

SECTION 73.0 – CLIENT COOPERATION DUTIES, OPERATIONAL ASSISTANCE REQUIREMENTS, INFORMATION ACCURACY OBLIGATIONS & NON-INTERFERENCE WITH SERVICE DELIVERY (PART 39 OF THE MASTER DISCLAIMER)

73.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd (“the Company”) can only perform services effectively, safely and lawfully when the Client provides **full cooperation**, accurate information, reasonable assistance and consistent responsiveness. Failure to cooperate constitutes a material breach of this Master Disclaimer.

73.2 The Client agrees to provide complete and accurate information regarding:

- pickup locations,

drop-off details,
item descriptions (for courier services),
time constraints,
special conditions,
safety concerns,
access instructions,
and any factor relevant to operational delivery.

The Client acknowledges that misinformation—even if accidental—can create safety hazards and operational delays.

73.3 The Client acknowledges that they must remain contactable by phone, text or other approved communication methods during active services. Failure to respond promptly may result in cancellation or modification of service without refund.

73.4 The Client agrees not to obstruct or interfere with service delivery in any way, including:
providing incorrect addresses,
sending unclear instructions,
refusing to clarify details,
delaying departure,
causing confusion for creative staff,
attempting to direct filming unsafely,
or making last-minute changes without reasonable justification.

73.5 The Client acknowledges that they must disclose any environmental risk factors, such as:
unsafe neighbourhood conditions,
hazardous items,
aggressive animals,
unfavourable filming terrain,
restricted access areas,
or potential safety threats.
Failure to disclose such conditions transfers full liability to the Client.

73.6 The Client agrees not to pressure the Company into unsafe or unlawful actions, including:
illegal parking,
U-turns in prohibited areas,
speeding,
trespassing,
ignoring airspace restrictions,
or violating occupancy limits.

73.7 The Client acknowledges that compliance with Company instructions is mandatory. This includes safety directions, drone-operation boundaries, filming positioning, and behavioural guidance during transportation.

73.8 The Client agrees that aggressive, argumentative, dismissive or uncooperative behaviour—including subtle defiance such as ignoring instructions, rolling eyes, refusing to sit properly, or purposefully slowing movement—constitutes breach.

73.9 The Client acknowledges that companions, friends, partners or third parties associated with the Client must also cooperate fully, and the Client assumes responsibility for their behaviour.

73.10 The Client agrees that any failure to cooperate resulting in delays, cancellations, increased risk or operational difficulties does not entitle them to refunds or compensation, and may incur additional fees at the Company's discretion.

73.11 The Client acknowledges that they must be physically and mentally capable of complying with safety instructions. If intoxicated, impaired or physically compromised, the Company may terminate service immediately.

73.12 The Client agrees that the Company may refuse assistance beyond reasonable professional scope, such as carrying heavy personal items, handling hazardous materials, lifting objects beyond safe limits, or performing services unrelated to transportation or media capture.

73.13 This section forms **Part Thirty-Nine** of the Master Disclaimer and establishes the Client's duties to cooperate, assist and not interfere with safe and efficient service delivery.

SECTION 74.0 – EXTENDED REPUTATIONAL HARM INDEMNITY, BRAND PROTECTION RESPONSIBILITIES, PUBLIC NARRATIVE LIABILITY & CLIENT DUTY TO AVOID DAMAGE TO THE COMPANY'S IMAGE (PART 40 OF THE MASTER DISCLAIMER)

74.1 The Client acknowledges, understands and irrevocably agrees that the reputation of Transportation Me Pty Ltd ("the Company") is a critical commercial asset, and that any action, statement, insinuation, misrepresentation or dramatic framing by the Client that harms or threatens to harm the Company's public image constitutes enforceable legal misconduct.

74.2 The Client agrees that they must not engage in any conduct—online, offline, verbal, written or implied—that could reasonably result in:
public backlash,
reputational harm,
loss of bookings,
brand deterioration,
customer distrust,

negative search results,
or dilution of the Company's commercial standing.

74.3 The Client acknowledges that reputational harm includes both explicit and subtle behaviours, such as:
posting negative reviews with exaggerated claims,
sharing misleading "story-times,"
spreading rumours,
framing personal dissatisfaction as misconduct,
withholding key context to create false impressions,
or using dramatic or emotional language to influence public perception.

74.4 The Client agrees that if they publish, share or communicate statements that damage the Company's reputation—and such statements are inaccurate, incomplete, exaggerated, misleading or taken out of context—they shall fully indemnify the Company for all resulting losses.

74.5 The Client acknowledges that reputational harm may result in tangible financial damage, including loss of recurring customers, booking cancellations, reduced membership signups, diminished partnership opportunities, and increased operational strain. The Client agrees to compensate the Company for all such losses.

74.6 The Client agrees that even if a statement is framed as "opinion," "venting," "emotional expression," or "personal experience," it may still be actionable defamation if it implies wrongdoing, misconduct or incompetence without factual basis.

74.7 The Client acknowledges that the Company may pursue legal remedies—including defamation proceedings, injunctions, removal requests and cost recovery—if the Client's actions cause or reasonably threaten reputational harm.

74.8 The Client agrees that posting content intended to provoke, embarrass or damage the Company (e.g., screenshots, edited clips, sarcasm, memes, cryptic posts) constitutes misconduct even if no direct name is used, so long as reasonable persons could infer the Company's identity.

74.9 The Client acknowledges that the Company has no obligation to prove the Client's intent; the effect of the Client's conduct is sufficient to trigger enforcement under this clause.

74.10 The Client agrees to immediately remove any content alleged by the Company to be defamatory, misleading or harmful. Failure to promptly comply constitutes further breach.

74.11 The Client acknowledges that *third-party online commentary* resulting from their actions—such as friends joining in, strangers amplifying posts, or influencers reacting—is also attributable to the Client if the original cause was their content.

74.12 The Client agrees that all reputational harm indemnity obligations survive termination of services, conclusion of subscription, disputes, or the passage of time.

74.13 This section forms **Part Forty** of the Master Disclaimer and provides extensive legal protection for the Company against any form of reputational attack or harmful public narrative.

SECTION 75.0 – UNAUTHORISED RECORDING PROHIBITION, DEEPFAKE & AI-MANIPULATION RESTRICTIONS, MEDIA MISUSE LIABILITY & DIGITAL FABRICATION WAIVER (PART 41 OF THE MASTER DISCLAIMER)

75.1 The Client acknowledges, understands and irrevocably agrees that all forms of recording, filming, audio capture, screen capturing, livestreaming, photographing or digitally monitoring Transportation Me Pty Ltd ("the Company"), its personnel, vehicles, equipment, workflow, internal conversations, or operational procedures are **strictly prohibited** unless expressly authorised in writing by the Company.

75.2 The Client agrees not to create, use, share, publish or distribute any recordings—whether audio, video, photographic or screen-based—of the Company or its staff without explicit, written, advance permission. The Client acknowledges that covert recording constitutes serious misconduct and may be actionable under privacy and surveillance laws.

75.3 The Client acknowledges that all dashcam recordings made by the Company are **incidental operational footage only**, not guaranteed, not archived, not intended as evidentiary resources, and overwritten automatically. The Client agrees that absence of footage does not imply wrongdoing.

75.4 The Client agrees not to create or distribute **deepfake content**, AI-generated media, manipulated audio clips, altered images, fabricated conversations, simulated text threads, edited screenshots, distorted representations or misquoted interactions purporting to involve the Company.

75.5 The Client acknowledges that AI-assisted content—including machine-generated reenactments, synthetic voices, edited visual composites, and algorithmically altered footage—may create the illusion of authenticity. The Client agrees that creation or distribution of such content constitutes severe reputational harm and activates indemnity obligations.

75.6 The Client agrees not to use Company-related materials or branding in:
AI training datasets,
content-generation tools,
Lensa-style transformations,
voice cloning systems,
text-to-image prompts,
face-mapping software,
or any program capable of fabricating derivative works.

75.7 The Client acknowledges that altering, modifying or republishing Company-created media—including thumbnails, banners, vehicle images, drone footage, promotional artwork, GTA-styled illustrations or branded templates—without permission constitutes infringement and breach.

75.8 The Client agrees that even minor digital adjustments—filters, crops, emoji overlays, soundtrack changes, colour grading—may constitute unauthorised modification if used in a misleading manner.

75.9 The Client acknowledges that fabricated or edited recordings used to misrepresent the Company, its staff, or the nature of a service—whether for dramatic effect, entertainment, social media engagement or emotional manipulation—constitute reputational defamation.

75.10 The Client agrees that the Company may pursue removal requests, takedowns, copyright notices, DMCA filings, legal claims, injunctions, and compensation for reputational or commercial loss resulting from media misuse.

75.11 The Client acknowledges that any unauthorised recording by individuals accompanying the Client shall be deemed a breach by the Client themselves.

75.12 The Client agrees that any “hidden camera,” “expose,” “story-time,” “caught on camera,” or similar video designed to depict the Company in a negative light—whether accurate or fabricated—constitutes reputational harm unless explicitly pre-approved.

75.13 The Client acknowledges that recordings taken during disputes, disagreements, pricing questions, emotionally elevated interactions, or administrative conversations are strictly prohibited without written consent.

75.14 This section forms **Part Forty-One** of the Master Disclaimer and establishes comprehensive protection against recording misuse, deepfake manipulation and digital fabrication of Company-related content.

SECTION 76.0 – SCENARIO-BASED INTERPRETATION, ANTI-LOOPHOLE CLAUSES, CONTRACTUAL RESILIENCE & PROHIBITION OF BAD-FAITH EXPLOITATION (PART 42 OF THE MASTER DISCLAIMER)

76.1 The Client acknowledges, understands and irrevocably agrees that this Master Disclaimer shall be interpreted broadly, liberally and in favour of Transportation Me Pty Ltd (“the Company”) to ensure maximum protection against novel scenarios, unexpected behaviour, loophole exploitation or strategic manipulation.

76.2 The Client agrees that they shall not attempt to exploit technicalities, omissions, ambiguous wording, formatting irregularities, or unforeseen circumstances to evade obligations, undermine enforcement, or reinterpret clauses for personal advantage.

76.3 The Client acknowledges that this document is intentionally comprehensive, but no contract can predict every conceivable future event. The Client agrees that where a situation arises that is not explicitly described, the clause most closely analogous in purpose, structure or intent shall apply.

76.4 The Client agrees that bad-faith interpretation—including selectively quoting sentences, isolating words out of context, manipulating meaning, exaggerating perceived contradictions or applying unrealistic literalism—constitutes breach.

76.5 The Client acknowledges that scenario-based interpretation extends to:

- technological developments,
- future platforms,
- new social media behaviours,
- changes in digital culture,
- evolving transport regulations,
- novel safety issues,
- unanticipated client behaviour patterns,
- and emerging industry risks.

76.6 The Client agrees that the Company’s rights shall not be limited by future technological environments, including those involving artificial intelligence, automation, cryptocurrency payments, blockchain verification, augmented reality or other emerging tools.

76.7 The Client acknowledges that where the document references general obligations—such as safety, respect, honesty, cooperation, compliance or behavioural stability—these obligations extend to all scenarios not explicitly listed.

76.8 The Client agrees that they may not rely on “technical silence” or the absence of a clause to justify unsafe, manipulative, abusive, fraudulent or high-risk behaviour.

76.9 The Client acknowledges that the Company retains full discretion to apply this document reasonably and proportionately to situations that resemble or mirror the intent of listed clauses.

76.10 The Client agrees that attempts to create contractual loopholes through:

- vague communications,
- intentionally incomplete disclosures,
- semantic manipulation,
- strategic misinterpretation,
- or omission of crucial details

shall be treated as deliberate misconduct.

76.11 The Client acknowledges that in the event of conflict between the Client's interpretation and the Company's interpretation, the Company's interpretation prevails unless contradicted by law.

76.12 The Client agrees that any attempt to escalate a minor discrepancy into a contractual dispute constitutes bad-faith escalation and does not excuse obligations.

76.13 The Client acknowledges that this Disclaimer is designed to withstand legal scrutiny and operational unpredictability, and shall not be weakened by isolated textual analysis.

76.14 This section forms **Part Forty-Two** of the Master Disclaimer and reinforces contractual resilience, ensuring no loophole or interpretive strategy may be used to undermine the protective function of the document.

SECTION 77.0 – FRAUDULENT BEHAVIOUR, MISREPRESENTATION EXAMPLES, PAYMENT EVASION METHODS, BAD-FAITH INTENT & ENFORCEMENT PATHWAYS (PART 43 OF THE MASTER DISCLAIMER)

77.1 The Client acknowledges, understands and irrevocably agrees that any act, omission, behaviour, communication, or pattern of conduct intended to deceive, mislead, manipulate, evade payment, distort information, influence Company decisions, or undermine enforcement constitutes **fraudulent behaviour** under this Master Disclaimer.

77.2 The Client agrees that fraudulent behaviour includes, but is not limited to:
providing false personal details,
using prepaid or disposable numbers to avoid accountability,
attempting chargeback misuse,
editing or altering screenshots,
concealing relevant information,
feigning misunderstanding to avoid payment,
pretending not to receive communication,
deliberately delaying replies to cause operational failure,
withholding access instructions,
or fabricating issues to obtain refunds.

77.3 The Client acknowledges that attempts to "game the system" or exploit Company generosity—including emotional manipulation, guilt-tripping, fabricating emergencies, or claiming imaginary technical failures—constitute bad-faith actions.

77.4 The Client agrees that fraudulent payment tactics include:
cancelling cards immediately after service,
locking bank accounts to block charges,
claiming "unauthorised transactions" when knowingly authorised,
using stolen payment methods,
intentionally letting cards expire,
or switching accounts to evade automated billing.

77.5 The Client acknowledges that misrepresenting courier items—calling fragile items "not fragile," dangerous goods "safe," illegal items "legal," or high-value items "low value"—constitutes material misrepresentation and triggers full indemnity.

77.6 The Client agrees that falsifying events—including exaggerating negativity, inventing misconduct, selectively sharing screenshots, cropping messages to distort meaning, or manufacturing "evidence"—constitutes deliberate fraud.

77.7 The Client acknowledges that misusing emotional framing—claiming "trauma," "danger," "mistreatment," or hypothetical harm without factual basis—constitutes reputational fraud if intended to influence others.

77.8 The Client agrees that self-inflicted errors (incorrect addresses, unread messages, late responses, vague instructions) do not qualify for refunds or complaints.

77.9 The Client acknowledges that intentional ignorance—pretending not to understand terms, disclaimers or pricing logic—does not diminish contractual responsibility.

77.10 The Client agrees that enforcement may include:
acceleration of subscription debt,
legal action for defamation,
debt collection referral,
evidence compilation for court,
police notification (where relevant),
service refusal,
and recovery of all associated costs.

77.11 The Client acknowledges that fraudulent behaviour by associates, partners or friends accompanying the Client is attributed to the Client.

77.12 The Client agrees that any fraudulent conduct, even if unsuccessful, constitutes breach and activates indemnity and enforcement.

77.13 This section forms **Part Forty-Three** of the Master Disclaimer and establishes a categorised and enforceable structure for identifying and addressing fraudulent behaviour.

SECTION 78.0 – EXTREME EVENT SAFETY PROTOCOLS, CIVIL UNREST PROCEDURES, PUBLIC DISORDER RISK RESPONSE & HIGH-RISK ENVIRONMENT WAIVER (PART 44 OF THE MASTER DISCLAIMER)

78.1 The Client acknowledges, understands and irrevocably agrees that Transportation Me Pty Ltd (“the Company”) shall not be required to operate in areas experiencing, or reasonably expected to experience, **public disorder, riots, protests, violent gatherings, road blockades, police operations, gang activity, drunken crowds, dangerous nightlife zones, or any environment deemed unsafe by the Company’s personnel.**

78.2 The Client agrees that the Company may immediately terminate, cancel or reroute transportation, courier, filming or drone services if entering or remaining in a specific location presents heightened risk, including:

- street fights,
- large intoxicated groups,
- political protests,
- crowd surges,
- active police chases,
- domestic disturbances,
- drug-related behaviour,
- aggressive bystanders,
- or visible public hostility.

78.3 The Client acknowledges that the Company holds full discretion to classify any environment as “high risk,” and that such classification does not require formal evidence, third-party validation or later justification.

78.4 The Client agrees that if they request service to, from or within a high-risk environment, they assume all consequences of delay, cancellation, modification, extended travel time or service refusal.

78.5 The Client acknowledges that the Company’s personnel may withdraw immediately from a scene—without waiting for explanation, negotiation or Client approval—if they perceive:

- verbal threats,
- dangerous individuals,
- weapons,
- crowd volatility,
- erratic behaviour from nearby persons,
- unsafe lighting,
- blocked escape routes,
- or elevated criminal activity.

78.6 The Client agrees that the Company is not liable for:

- missed events,
- inconvenience,
- rescheduling costs,
- nightlife disputes,
- bouncer interactions,
- alcohol-fuelled aggression,
- or consequences of nightlife culture.

78.7 The Client acknowledges that they must not request filming, photography or drone operations in environments that would expose equipment to theft, damage or confiscation. The Client agrees to compensate the Company fully for any equipment loss resulting from high-risk environments they requested.

78.8 The Client agrees that transportation in nightlife districts may be delayed by factors outside the Company’s control, including crowd congestion, intoxicated pedestrians, illegal parking by others, taxi stand disputes and venue closures.

78.9 The Client acknowledges that unsafe passengers—whether friends, acquaintances, or strangers associated with the Client—may cause immediate termination of service.

78.10 The Client agrees that drone operations may not occur within chaotic or heavily populated environments due to safety regulations and CASA restrictions.

78.11 The Client acknowledges that refusal of service due to safety concerns shall **never** entitle the Client to refunds, credits or disputes.

78.12 The Client agrees that the Company may report dangerous incidents to authorities, including those involving weapons, threats, intimidation or behaviour suggesting imminent harm.

78.13 This section forms **Part Forty-Four** of the Master Disclaimer and establishes operational protocols for high-risk and extreme public environments.

SECTION 79.0 – MULTI-PLATFORM CONTRACT RECOGNITION, CROSS-ENVIRONMENT ENFORCEABILITY, FUTURE TECHNOLOGY ADAPTATION & DIGITAL EVOLUTION RESILIENCE (PART 45 OF THE MASTER DISCLAIMER)

79.1 The Client acknowledges, understands and irrevocably agrees that this Master Disclaimer remains fully binding and enforceable across all current and future platforms, technologies, digital interfaces, devices, operating systems, communication environments and service channels used by Transportation Me Pty Ltd (“the Company”), regardless of how the Client interacts with or accesses the Company’s services.

79.2 The Client agrees that this Disclaimer applies uniformly whether the Client engages through:
text messages,
emails,
mobile phones,
web browsers,
apps,
social media platforms,
booking portals,
AI-based chat systems,
smart devices,
GPS-linked environments,
or any other medium that may exist now or emerge in the future.

79.3 The Client acknowledges that **technological evolution does not weaken contractual obligations**, and the enforceability of this document shall persist even if service delivery transitions through significant technological upgrades such as:
autonomous vehicles,
AI-assisted dispatch systems,
augmented reality integrations,
cryptocurrency-based payments,
blockchain verification tools,
advanced drone automation,
bodycam integration,
virtual service previews,
or emerging digital ecosystems.

79.4 The Client agrees that the Company retains the right to expand or adapt service channels—including new apps, payment systems, security protocols, AI assistants, or digital identity verification methods—without requiring renegotiation of contractual terms.

79.5 The Client acknowledges that communication or booking methods may change, evolve or become obsolete, but such transitions do not diminish the enforceability of this Disclaimer or the Client's obligations.

79.6 The Client agrees that when interacting through third-party platforms (e.g., Stripe, Instagram, TikTok, Facebook, Google Forms, YouTube, email providers), the Company has no responsibility for outages, bugs, algorithmic behaviour, message filtering, account lockouts, or technological inconsistencies.

79.7 The Client acknowledges that cross-platform misinterpretations—message formatting differences, timestamp discrepancies, auto-correct distortions, character limits, or screenshot inconsistencies—do not alter contractual meaning.

79.8 The Client agrees that **all communications are context-bound**, and selective reinterpretation of messages due to technical display differences constitutes manipulation.

79.9 The Client acknowledges that the Company may implement new digital systems at any time, including encryption enhancements, membership portals, AI booking tools, or cloud-based tracking dashboards, and such systems automatically fall under the scope of this Disclaimer.

79.10 The Client agrees that this Disclaimer is "future-proof" and shall remain enforceable in all reasonably foreseeable technological contexts, even those not explicitly described.

79.11 The Client acknowledges that the Company may rely on digital evidence—including logs, metadata, timestamps, device footprints, and security analytics—to support enforcement, even if such tools did not exist when the Client originally agreed to services.

79.12 The Client agrees that adoption of new technologies does not create new rights for the Client, nor does it require the Company to modify existing obligations or protections.

79.13 This section forms **Part Forty-Five** of the Master Disclaimer and ensures that the document remains fully enforceable across evolving technological platforms and future operational landscapes.

SECTION 80.0 – COMPREHENSIVE CATCH-ALL CLAUSE, TOTAL-RISK ABSORPTION EXCLUSION, UNIVERSAL LIABILITY WAIVER & FINAL GLOBAL PROTECTIVE PROVISION (PART 46 OF THE MASTER DISCLAIMER)

80.1 The Client acknowledges, understands and irrevocably agrees that this section functions as a **final, overarching, all-encompassing clause**, designed to capture, include and govern every conceivable risk, obligation, responsibility, behaviour, scenario, and potential liability that may arise in connection with Transportation Me Pty Ltd ("the Company"), regardless of whether it has been specifically described in prior sections.

80.2 The Client agrees that **any risk, harm, dispute, loss, cost, inconvenience, delay, damage, injury, emotional impact, reputational consequence or financial exposure** not explicitly assigned to the Company elsewhere in this document shall, by default, be borne entirely by the Client.

80.3 The Client acknowledges that this Disclaimer is intended to be exhaustive, but the complexity of real-world interactions means that not every circumstance can be predicted. The Client therefore agrees that the Company bears **no liability for any event or outcome not expressly accepted as its responsibility**.

80.4 The Client agrees that unforeseen issues—including rare, unusual, obscure, improbable, or unprecedented circumstances—fall automatically under this catch-all clause and do not create new liabilities for the Company.

80.5 The Client acknowledges that **their own actions, behaviour, decisions, omissions, emotional state, dishonesty, carelessness, miscommunication or misunderstanding** are always their own responsibility, and no scenario exists in which such behaviour transfers liability to the Company unless legally mandated.

80.6 The Client agrees that all rights granted to the Company throughout this document are cumulative and reinforcing, and that nothing in this Disclaimer should ever be interpreted in a manner that diminishes the Company's protections or expands the Client's rights beyond what is explicitly described.

80.7 The Client acknowledges that this catch-all clause applies equally to:

transportation,
member benefits,
pricing misunderstandings,
media packages,
drone operations,
courier services,
customer communication,
website interactions,
digital behaviour,
physical safety,
data retention,
third-party involvement,
and any other service-related engagement.

80.8 The Client agrees that this clause also encompasses:

emerging risks,
future technology risks,
unforeseen legal developments,
changes in social behaviour,
platform shifts,
market changes,
and any evolution of the Company's operations.

80.9 The Client acknowledges that any consequence arising from factors outside the Company's direct control—including human behaviour, environmental conditions, third-party interference, or technological failure—shall not create liability for the Company.

80.10 The Client agrees that if they believe a scenario or risk is not addressed elsewhere in this document, they must assume that **this clause applies** and that the Company is not responsible for the associated outcome.

80.11 The Client acknowledges that no failure by the Company to explicitly list a risk, obligation or warning implies acceptance of liability. Silence does not equal responsibility.

80.12 The Client agrees that this clause survives indefinitely, supersedes any conflicting interpretations, and ensures that the Company is maximally protected against all unaddressed, unexpected or emergent liabilities.

80.13 This section forms **Part Forty-Six and Final** of the Master Disclaimer and formally concludes the complete legal framework, establishing total protection against all remaining risks not already captured by preceding sections.