Helper Agreement

Revised October 10, 2026

This Agreement supplements the Ayudame Terms of Service and applies whenever a person offers or provides services as a Helper through the Ayudame Platform. It explains the Helper's independent role, service responsibilities, payment terms, safety duties, and legal obligations.

This Helper Agreement ("Agreement") is between Ayudame, LLC ("Ayudame," "we," "us," or "our") and the person who accepts this Agreement as a Helper ("Helper" or "you"). Capitalized terms not defined here have the meanings provided in the Terms of Service.

By selecting an acceptance box, creating or activating a Helper profile, accepting a Booking, or providing a Service through the Platform, you agree to this Agreement, the Terms of Service, and the Privacy Policy. If you do not agree, do not offer or provide Services through the Platform.

1. Eligibility and accurate information

You must be at least 18 years old, legally able to enter a contract, and located in the United States. You must provide and maintain accurate, current, and complete information, including your full name, email address, required address, profile photograph, and the service information, rates, availability, experience, credentials, licenses, insurance information, and qualifications applicable to each Service Profile you create.

You may not create a misleading profile, impersonate another person, share or transfer your account, or submit a credential, photograph, address, or document that is false, altered, expired, or not yours.

You may maintain multiple Service Profiles under one Helper account. Each Service Profile must independently and accurately describe the service category being offered. Information applicable to one Service Profile must not be presented as applying to another unless it is also accurate for that category.

Ayudame does not currently require professional documentation solely to create a Service Profile. If you voluntarily upload a license, certification, or other credential image, it must be accurate, current, yours to display, and cleared of personal information that is not necessary for public display.

2. Marketplace relationship

Ayudame operates a technology marketplace that allows Help Seekers to locate and communicate with independent Helpers. Ayudame does not perform the Services offered by Helpers and is not a party to the service relationship between a Helper and Help Seeker except as expressly stated in the Terms.

You decide which Services to offer, your service price, your permitted ASAP fee, your availability, whether to accept or decline a Booking, and the manner and means you use to perform an accepted Service, subject to law, the Booking description, and generally applicable Platform rules.

3. Independent business status

You use the Platform as an independent service provider. You are not an employee, agent, partner, joint venturer, or representative of Ayudame merely because you use the Platform or receive payment through it. You have no authority to make a promise, representation, contract, or commitment on behalf of Ayudame.

- You are not required to accept any minimum number of Bookings.
- You may provide services through other platforms or directly to other customers, subject to your obligations for an active Ayudame Booking.
- You ordinarily provide your own equipment, supplies, transportation, licenses, insurance, and business expenses.

- You are not entitled to employee wages, overtime, benefits, paid leave, unemployment benefits, workers compensation coverage, or other employee benefits from Ayudame solely because you use the Platform.
- You are responsible for your business registrations, records, taxes, filings, and legal obligations.

The parties' description of the relationship does not override applicable law. Worker status depends on the actual facts and governing law, not only the title of this Agreement.

4. Qualifications licenses and insurance

You are solely responsible for determining whether you are qualified and legally permitted to offer and perform each Service listed in each Service Profile. Before offering a regulated or specialized Service, you must obtain and maintain every license, permit, registration, certification, insurance policy, and qualification required for that Service and location.

Ayudame does not provide insurance coverage for you merely because you use the Platform. You should maintain insurance appropriate to the Services you offer. Any statement or document concerning insurance must be accurate and current. A Help Seeker may ask you to provide proof directly, but Ayudame does not independently authenticate that proof.

5. Helper designations credentials and Platform indicators

For each applicable Service Profile, the Platform may allow you to select a Local Helper or Experienced Helper designation based on your own good faith assessment of your experience and business activity in that service category. The designation is self identified. Ayudame does not independently evaluate, verify, certify, approve, or endorse it.

Years of experience, service descriptions, licenses, credentials, insurance information, photographs, videos, and similar profile information are supplied by you unless the Platform clearly states otherwise. Ayudame does not independently authenticate an optional professional document or guarantee that it is current, complete, or applicable. You must not claim or imply that Ayudame guarantees your identity, background, qualifications, insurance, safety, character, skill, or Service quality.

Completed Bookings, ratings, reviews, and badges displayed by Ayudame reflect activity recorded through the Platform. You may not import customer reviews from another platform or present an outside review as an Ayudame review.

Each Service Profile may have its own ratings, reviews, and badges. Unless a rating is clearly identified as an overall Helper rating, it applies only to the Service Profile where the related Service was provided. If Ayudame introduces an overall Helper rating, the Platform will identify it separately and explain the Platform activity used to calculate it. Help Seekers may view your other Service Profiles.

A badge based on Platform activity reflects only the criteria described in the Platform. It is not a professional certification or guarantee of your experience, qualifications, safety, or Service quality.

Stripe may collect or authenticate information for payment, payout, fraud prevention, and financial compliance. Stripe's process is separate from Ayudame's profile labels and does not verify your professional experience, licenses, credentials, insurance, or Service quality.

6. Bookings and service performance

You may accept or decline a scheduled or ASAP request in your discretion. A Booking is confirmed only after you accept it and the Platform records the confirmation. When you accept a Booking, you agree to:

- Review and follow the accepted service description, time, location, rate, duration, and material instructions.
- Communicate promptly and professionally through the Platform.
- Perform the Service safely, lawfully, professionally, and with reasonable care.
- Protect the Help Seeker's property, access information, confidential information, and personal information.
- Use only equipment and methods that you are qualified and legally permitted to use.

- Avoid delegating or subcontracting a Booking unless the Help Seeker agrees and the arrangement complies with Platform rules and law.
- Promptly disclose a delay, inability to perform, change in circumstances, safety concern, accident, or material property damage.

A Helper who accepts an ASAP request is expected to perform the Service within 24 hours unless the users agree to a different lawful arrangement through the Platform. The Platform is not an emergency service. A person who needs immediate police, fire, medical, roadside emergency, or other emergency assistance should contact the appropriate emergency provider.

7. Prohibited services and conduct

You may not use the Platform to provide or participate in illegal, deceptive, abusive, discriminatory, exploitative, or inherently dangerous activity. Prohibited activity includes sexual services, illegal drug activity, unlawful weapons activity, fraud, harassment, stalking, unauthorized access to property or data, false experience or credential claims, altered documents, impersonation, and a regulated Service offered without required qualifications.

You may not move an active Booking outside the Platform to avoid fees or safeguards, manipulate payments, experience designations, credentials, ratings, reviews, Bookings, referrals, badges, or other profile indicators, misuse another user's information, introduce malicious code, or interfere with Platform operations.

8. Prices fees payouts and tips

You set your service price and may set a flat ASAP fee where the Platform permits. Ayudame currently deducts a commission equal to 15 percent of the applicable completed Booking amount. Ayudame may change fees for future transactions after providing notice through the Platform.

Payments and payouts are processed through Stripe and Stripe Connect. Stripe may require identity, banking, tax, or compliance information before enabling a payout. Payout may occur after completion and any applicable hold or dispute period. Ayudame may delay or withhold a payout when reasonably necessary to investigate fraud, resolve a dispute, address a chargeback, correct an error, comply with law, or protect Platform users.

Tips are voluntary and may be processed separately where available. You are responsible for keeping payment and expense records and reporting and paying all taxes associated with amounts you receive.

9. Cancellations refunds and completion

If you cancel an accepted Booking, the Help Seeker will receive a 100 percent refund of amounts paid for the cancelled Booking. You are not entitled to payment for a Service you did not complete. Repeated, untimely, deceptive, or unsafe cancellations may result in reduced access, suspension, or termination.

You should promptly mark a Booking complete or report a problem through the Platform. If neither user reports a dispute, the Platform may automatically complete and release payment for a confirmed scheduled Booking seven days after the scheduled date. An eligible ASAP Booking may be automatically completed and paid eight days after the request was created.

10. Disputes incidents and cooperation

You must promptly report a service dispute, accident, safety concern, suspected fraud, material property damage, injury, or other serious incident connected to a Booking. You agree to provide truthful information and reasonably available records, photographs, messages, receipts, or other evidence needed to review the matter.

Ayudame may review Platform records and submitted evidence and may issue a refund, partial refund, credit, payout adjustment, account restriction, or another administrative decision permitted by the Terms. Ayudame is not a court and does not provide legal representation to either user.

11. Privacy and confidential information

You may use a Help Seeker's name, address, contact information, access instructions, messages, and other personal information only as reasonably necessary to evaluate, coordinate, and perform the applicable Booking. You may not retain, disclose, sell, publish, or use that information for unrelated marketing, harassment, solicitation, or another unauthorized purpose.

You must use reasonable safeguards for keys, entry codes, documents, devices, business information, and other confidential material. Notify Ayudame and the affected Help Seeker promptly if information or property is lost, exposed, or accessed without authorization.

12. Content reviews and intellectual property

Your Helper account, Service Profiles, listings, photographs, videos, optional credential images, messages, and other content are User Content under the Terms. You must own or have permission to submit that content. Reviews must reflect genuine experiences from completed Ayudame Bookings. You may not upload or import an outside customer review, manipulate ratings, submit a false review, or retaliate against a user for an honest review.

Ratings, reviews, and badges may be associated with the Service Profile through which the related Service was offered. Information and performance associated with one Service Profile do not automatically change the rating of another Service Profile unless Ayudame offers a separately identified overall Helper rating.

You receive no ownership interest in the Platform, Ayudame name, logo, software, design, database, or other Ayudame materials. Your limited right to use the Platform is governed by the Terms.

13. Records taxes and legal compliance

You are responsible for determining and meeting your federal, state, and local tax, licensing, registration, reporting, privacy, consumer protection, and business obligations. Ayudame or Stripe may report payments or provide tax forms when required by law.

You must maintain records reasonably necessary to document your qualifications, Bookings, expenses, payments, disputes, and legal compliance.

14. Account restriction and termination

Ayudame may investigate, restrict, suspend, or terminate your Helper access when it reasonably believes you violated this Agreement or the Terms, created a safety or legal risk, engaged in fraud, provided inaccurate information, failed to pay an amount due, misused the Platform, or caused material harm.

Termination does not eliminate payment, tax, dispute, confidentiality, intellectual property, indemnity, or other obligations that should continue by their nature.

15. Incorporation of other terms

The Terms of Service and Privacy Policy are incorporated into this Agreement. If this Agreement conflicts with the Terms on a matter specifically concerning Helper responsibilities, this Agreement controls for that matter. The Terms control all other matters.

16. Changes and electronic acceptance

Ayudame may update this Agreement as the Platform, law, or business changes. Ayudame will post the revised version and provide additional notice when required. Continued use as a Helper after the revised Agreement takes effect constitutes acceptance to the extent permitted by law.

Electronic acceptance has the same effect as a handwritten signature to the extent permitted by law. Ayudame may retain the Agreement version, account identifier, date, time, and related technical record associated with acceptance.

17. Governing law and dispute notice

Before filing a legal claim, you and Ayudame agree to make a good faith effort to resolve the matter by sending a written description of the dispute and requested resolution to the contact address below and allowing 30 days for a response. This does not prevent either party from seeking urgent relief or meeting a legal deadline.

This Agreement is governed by Delaware law, without regard to conflict of law rules, subject to rights that cannot be waived under applicable law. A legal action may be brought in a state or federal court with jurisdiction in Delaware unless applicable law provides a nonwaivable right to proceed elsewhere.

Contact

Questions or requests may be sent to:

Ayudame, LLC
Email: contact@ayudameapp.com
Website: https://ayudameapp.com