

UBER COMMUNITY GUIDELINES

We want Uber to be enjoyable and safe for everyone. These ground rules are designed to ensure that riders and drivers have a five star ride when using Uber. Please take a moment to read them. Because whether you're a rider trying to get from A to B – or a partner wanting to earn money by driving – your behaviour matters.

Respect each other

Treat your fellow riders and drivers as you would like to be treated yourself: with respect. It's common courtesy not to shout, swear or slam the car door. And by tidying up after yourself – whether it's taking your trash home or cleaning up a spilled drink – you'll keep the car in good condition and ensure the next person has a pleasant ride too. Most important of all, remember that when you use Uber you will meet people who may look different or think differently from you. Please respect those differences. We want everyone to feel welcome when they use Uber.

Give riders and drivers some personal space

We all value our personal space and privacy. It's OK to chat with other people in the car. But please don't comment on someone's appearance or ask whether they are single. As a passenger, if you need to make a phone call keep your voice down to avoid disturbing your driver or other riders. And don't touch or flirt with other people in the car. As a reminder, Uber has a no sex rule. That's no sexual conduct between drivers and riders, no matter what.

Safety first

Everyone wants to get from A to B safely. So please ensure that you follow the local law. Check out our [rider safety tips](#). Whether you're in the front or the back seat, buckle up when you get into the car. Of course, drivers have a particular responsibility when it comes to safety at Uber. That means keeping to the speed limit; not texting while driving; always using a phone mount; and never driving under the influence of alcohol or drugs. And if you're driving and feel tired, take a break. As the experts say, "sleep is the only true preventative measure against the risks of drowsy driving."

Children must be supervised

Only adults can have an Uber rider account. If your child is using your account, a parent or guardian must be with them at all times.

Feedback makes us all better

Whether you are a rider or driver, please rate your journey at the end of the trip. Honest feedback helps ensure that everyone is accountable for their behaviour. This accountability creates a respectful, safe environment for both riders and drivers. And if something happens during a ride – whether it's a traffic accident or an argument – make sure to report it by tapping "Help" in the app so that our customer support team can follow up.

The guidelines below help explain some of the specific kinds of behaviour that may cause you to lose access to Uber as a rider or driver in Australia and New Zealand.

WHY RIDERS CAN LOSE ACCESS TO UBER

This policy helps explain the kinds of behaviour that may lead riders to lose access to Uber. Please remember that if you're travelling in a group, or you allow other people to take trips with your account, you are responsible for their behaviour in the car.

Ensuring a respectful, safe environment for all drivers and riders

The way you behave while using Uber can have a big impact on the safety and comfort of drivers, as well as your fellow passengers. Courtesy matters. That's why you are expected to exercise good judgment and behave decently towards other people in the car when riding with Uber – just as you would in any public place.

Here are some reasons why you could lose access to Uber as a rider:

- Damaging drivers' or other passengers' property. For example, damaging the car, breaking or vandalising a phone, intentionally spilling food or drink, smoking, or vomiting due to excessive alcohol consumption.
- Physical contact with the driver or fellow riders. As our Community Guidelines make clear, you shouldn't touch or flirt with other people in the car. As a reminder, Uber has a no sex rule. That's no sexual conduct with drivers or fellow riders, no matter what. And you should never hit or otherwise hurt a driver or fellow passenger.
- Use of inappropriate and abusive language or gestures. For example, asking overly personal questions, using verbal threats, and making comments or gestures that are aggressive, sexual, discriminatory, or disrespectful.
- Unwanted contact with the driver or fellow passenger after the trip is over. For example, texting, calling, or visiting someone in person after a ride has been completed. Remember, in Australia and New Zealand you can call and text your driver directly from the Uber app without ever having to share your personal phone number. This means that your phone number stays anonymous and is never given to the driver.

- Breaking the local law while using Uber. For example, bringing open containers of alcohol or drugs into the car; travelling in large groups that exceed the number of seat belts in the car; asking drivers to break local traffic laws such as speed limits; or using Uber to commit a crime, including drug and human trafficking or the sexual exploitation of children.
- Rider behaviour. Riders may lose access to Uber if they don't meet the Star Ratings requirements set out below in these Community Guidelines.

If we are made aware of these kinds of problematic behaviour, we will contact you so we can investigate them. Depending on the nature of the concern, we may put a hold on your account during our investigation. If the issues raised are serious or a repeat offence, or you refuse to cooperate, you may lose access to Uber. Any behaviour involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using Uber can result in the immediate loss of access to your account.

Terms of Use

As a rider, you agree to our Terms of Use [1] when you sign up for your account. We may take action against you for violating these terms, including permanently closing your account. For example, the failure to maintain accurate, complete, and up-to-date account information, including having an invalid or expired payment method on file; allowing a person who does not meet the minimum age requirement to use your account while unaccompanied, or if you don't meet that age requirement yourself.

Discrimination

Uber has a zero tolerance policy towards discrimination of any kind. This means you will lose access to your account if you are found to have discriminated against drivers or other riders based on their race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law.

Fraud or Illegitimate Behaviour

Fraudulent or illegitimate behaviour undermines the trust on which Uber is built. We may deactivate any account(s) associated with this type of activity, including: abusing promotions; collusion between rider and driver; disputing fares for fraudulent or illegitimate reasons; or duplicate accounts.

Firearms Ban

Uber prohibits riders and drivers from carrying firearms in a vehicle while using our app. You can learn more about our firearms prohibition policy [here](#). [2] If you violate Uber's firearms prohibition policy, you may lose access to Uber.

WHY DRIVERS CAN LOSE ACCESS TO UBER

If you are a driver, and your account is temporarily blocked or deactivated, it limits your ability to make money. That's why we believe it is important to have clear policies that explain the circumstances in which you may be denied access to the Uber app; how (if at all) you can use the app again; and how drivers are informed about decisions under such policies. [3]

There will always be unforeseen events that may lead to deactivation, so this policy cannot capture every possible scenario, but the general categories for deactivation are: quality; fraud; safety and discrimination. In developing this policy, we shared our internal processes with a group of drivers in the region and sought their feedback. This policy may be updated from time to time as needed, and we will notify drivers about significant changes.

Quality

Riders who use the Uber app expect drivers to drive safely, as well as be courteous and professional. The higher the quality of the service, the more riders want to take trips, which in turn means more opportunities for drivers to earn money. Poor service has the opposite effect over time.

There are several indications of driver quality, with the most important being Star Ratings and Cancellation Rate.

Star Ratings

Drivers may lose access to Uber if they don't meet the Star Ratings requirements set out below in these Community Guidelines.

Cancellation Rate

A driver cancellation is when a driver accepts a trip request and then cancels the trip. Cancellations create a poor rider experience. They also negatively affect other drivers who missed out on the chance to accept that ride request. We understand that there may be times when something comes up that causes a driver to cancel an accepted trip, but minimising cancellations is critical for the reliability of the system.

How is my cancellation rate calculated? Your cancellation rate is based on the number of trips you cancelled out of the total number of trips you accepted. For example, if you've accepted 100 trips and 4 of them were cancelled by you, your cancellation rate would be 4%.

High-quality drivers typically have a low cancellation rate less than 5%.

What leads to deactivation? Each city has a maximum cancellation rate. You may receive notifications if your cancellation rate is higher than the city maximum, after which you may not be able to go online with the Uber partner app for a short

period of time. If your cancellation rate continues to exceed the maximum limit, your Uber partner account may be deactivated after multiple notifications.

On Acceptance Rates: high acceptance rates are a critical part of reliable, high-quality service, but not accepting trip requests does not lead to deactivation.

Consistently accepting trip requests helps maximise earnings for drivers and keeps the system running smoothly. We know that sometimes things come up that prevent you from accepting every trip request, but not accepting trip requests causes delays and degrades the reliability of the system.

If you are not consistently accepting trip requests while you are logged in to the Uber partner app, you may be logged out for a limited period of time. This helps ensure that drivers who are online are ready to accept trips. That protects the quality of the system as riders are matched with available drivers as efficiently as possible.

Discrimination

Uber's mission is to connect riders to transport as reliable as running water, everywhere for everyone. We do not tolerate discrimination by drivers or riders on our platform.

We want to help increase the transport options for riders with disabilities. That's why we have information available for drivers on this topic. We expect drivers using the Uber app to comply with all applicable laws governing the transport of riders with disabilities, including transporting service animals.

What leads to deactivation? It is unacceptable, and in some instances unlawful, to refuse to provide services to a rider or potential rider because of characteristics such as disability (for example, because the rider has a wheelchair or a service animal), race, religion, national origin, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law. It's also unlawful to otherwise discriminate against a rider or potential rider because of characteristics such as those listed above. Actions like these may result in deactivation of a driver's account.

Fraud

Fraudulent activity undermines the trust upon which Uber is built. We monitor our systems to detect riders and drivers who may be acting fraudulently or attempting to game our systems.

What leads to deactivation? We may deactivate any account(s) associated with fraudulent activity, including: deliberately increasing the time or distance of a trip; accepting trip requests without the intention to complete, including provoking riders to cancel; creating rider or driver accounts with fake details or for fraudulent purposes; claiming fees or charges on a false or fraudulent basis; and intentionally accepting or completing fraudulent or falsified trips.

Safety

Uber uses technology to keep riders and drivers safe – for instance, by GPS-tracking every ride and allowing riders to share their journeys in real time with families or friends. This is all backed up by a robust system of driver pre-screenings and a dedicated incident response team available 24/7 to investigate safety incidents.

We take safety-related allegations seriously and follow up on all of them using a process aimed at ensuring fairness and that gives drivers an opportunity to share their side of the story.

Our investigation of these safety-related allegations may lead to account deactivation. Because safety is our key priority, we may in some cases temporarily suspend a driver's access to the Uber app when we are investigating a complaint.

Issues that lead to an Uber partner account being deactivated include:

Zero Tolerance for Drugs & Alcohol

Uber does not tolerate the use of drugs or alcohol by drivers while using the platform.

What leads to deactivation? Anyone that drives on the platform having used drugs or alcohol will have their account deactivated. Uber may also deactivate the account of a driver who receives several unconfirmed complaints of drug or alcohol use.

Compliance with Road Rules

Drivers using the Uber app must comply with all applicable rules of the road at all times.

What leads to deactivation? Uber may deactivate a driver's account for activities such as: not maintaining valid vehicle registration or driver's licence; and serious traffic infringements or several traffic infringements that indicate unsafe driving.

Safe Driving

Riders expect drivers using the Uber app to drive safely at all times.

What leads to deactivation? Uber may deactivate the account of a driver who receives multiple complaints or a single serious complaint of poor, unsafe or distracted driving while using the Uber app. For example: driving at an unsafe speed; using a mobile phone without a mount; and failure to stop when required, such as at stop signs.

Accurate Personal Information

The Uber app is designed to give riders identifying information about drivers and their vehicles, like their name, profile picture, vehicle model and licence plate number, before the trip begins. Inaccurate or outdated information creates confusion among riders and can diminish their experience with the Uber platform.

What leads to deactivation? We may deactivate the account of a driver for activities such as: providing Uber with inaccurate information; allowing someone else to use his or her account; and taking a trip using an unapproved vehicle.

In addition, we will take action to prevent any driver whose required documentation becomes invalid — like a driver's licence that expires — from going online until the driver provides Uber with updated and valid information.

Driver Screening

All drivers wanting to use the Uber app are required to undergo a screening process, which may include driving history and criminal record checks, to ensure safety and compliance with our criteria.

What leads to deactivation? We may deactivate the account of a driver if an updated driving screening check reveals a violation of Uber's safety standards or of other criteria required by local regulators.

Other Unacceptable Activities

To maintain the transparency and safety of the Uber platform for all users, activities conducted outside of the monitored system of the Uber app—like anonymous pickups—are prohibited.

What leads to deactivation? We may deactivate the account of a driver for activities such as: accepting illegal street hails while using the Uber app; harming the Uber business or brand, like unauthorised use of Uber's trademark or other intellectual property, discouraging riders or drivers from using the Uber platform, or otherwise violating the driver's agreement with Uber; and soliciting payment outside the Uber system.

Getting Back on the Road After Deactivation

If your driver account has been deactivated, you are not permitted to register alternate driver accounts with Uber. If your account has been deactivated for quality reasons like low star ratings (see below), you may have the opportunity to get back on the road if you satisfy Uber that you've taken steps to improve (for example, by successfully completing a third-party quality improvement course). Check with your local Uber team or help.uber.com to find out more.

Rider and Driver Star Ratings

After every trip, drivers and riders rate each other on a five-star scale and give feedback on how the trip went. This two-way system holds everyone accountable for their own behaviour. Accountability helps create a respectful, safe environment for riders and drivers. Drivers can see their current rating in the Ratings tab of the Uber Driver app. Riders can see their current rating in the menu of the Uber app.

How is my rating calculated? As a rider, your rating is based on an average of the number of post-trip stars drivers gave you (from 1 to 5 stars). As a driver, your rating is based on an average of the number of post-trip stars riders gave you (from 1 to 5 stars). In each case, your rating is based on your last 500 rated trips, or from the total number of rated trips you've taken if less than 500.

The easiest way to keep your average rating high is to be courteous and respectful to all people in the vehicle on every trip, and if you're a driver to provide good service on every trip. Most drivers on the Uber platform provide excellent service and most riders are courteous and respectful, so most trips run smoothly. But we know that sometimes a trip doesn't go well – that's why we only look at your average rating over your most recent 500 trips (or your total number of rated trips if less than 500). This gives you the chance to improve your rating over time.

What leads to deactivation? To maintain a high quality experience, there is a minimum average rating in your city for riders, as well as a minimum average rating for drivers. We will alert you if your rating is approaching the applicable limit, and we will share information that may help you improve your rating.

If your average rating is below the city minimum after multiple notifications, your Uber account may be deactivated. Your account may be reactivated after you satisfy Uber of the steps you've taken to improve: for example, if you're a driver by taking a third-party quality improvement course or if you're a rider, by completing a short educational exercise. If your account is reactivated, you will need to maintain the minimum average rating for the city or your partner account may again be deactivated. As a rider, if your Uber account is deactivated or suspended you will not be able to access either the Uber app or the Uber Eats app.

Last updated: 19 September

[1] The Australia Terms of Use can be found [here](#). The New Zealand Terms of Use can be found [here](#).

[2] To the extent permitted by applicable law.

[3] This policy does not apply to drivers using the Uber app for UberEATS.