

Uber Eats Community Guidelines

Australia & New Zealand

We want the Uber Eats app to be an enjoyable experience for everyone. These Community Guidelines are designed to ensure that all users have a positive experience when using Uber Eats. Please take a moment to read them. Because however you want to use Uber Eats - as a restaurant partner looking to deliver your food, a consumer hungry for a good meal, or a delivery partner wanting to make money - your behavior matters.

Respect each other

Treat each other as you would like to be treated yourself: with respect. Most important of all, remember that when you use Uber Eats 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 Eats.

Safety first

Everyone wants to get their order in the safest way possible. So please ensure that you follow all local laws. Restaurants and delivery partners have a particular responsibility when it comes to safety when using Uber Eats. That means always following food safety rules and regulations. And for delivery partners on the road, it means ensuring the delivery is completed safely; keeping to the speed limit; not texting while on the road; using a phone mount; and never delivering under the influence of alcohol or drugs. And if you're on the road 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

You must be 18 years old or older to have an Uber Eats account. If your child is using your account to receive food, a parent or guardian must be with them when the order is delivered.

Feedback makes us all better

Whether you are a consumer, restaurant partner or delivery partner, please rate your experience at the end of each delivery. Honest feedback helps ensure that everyone is accountable for their behavior. This accountability creates a respectful and safe environment for everyone. And if something happens during a delivery – for example if there's a mix-up in the order – make sure to report it by tapping "Help" in the app so that our customer support team can follow up. In the case of an emergency, you should contact your local emergency services.

The guidelines below help explain some of the specific examples that may cause you to lose access to your Uber Eats account as a consumer, restaurant partner or delivery partner in Australia and New Zealand.

Why consumers can lose access to Uber Eats

These Community Guidelines help explain the kinds of behavior that may lead users to lose access to Uber Eats. Please remember that if you allow other people to order with your account, you are responsible for their behavior while using Uber Eats.

Ensuring a respectful, safe environment for delivery partners

The way you behave while using Uber Eats can have a big impact on the experience of others using the app. Courtesy matters. That's why you are expected to exercise good judgment and behave decently towards other people when using Uber Eats — just as you would in any public place.

Here are some reasons you could lose access to Uber Eats:

- Physical contact with delivery partners As these Community Guidelines make clear, you shouldn't touch those you're interacting with during a delivery. And you should never hit or otherwise hurt a delivery partner.
- Damaging a delivery partner's property For example, damaging a bicycle or other form of transportation, breaking or vandalizing a phone.
- Use of inappropriate and abusive language or gestures For example, asking overly personal questions, using verbal or physical threats, and making comments or gestures that are aggressive, sexual, discriminatory, or disrespectful.
- Unwanted contact with delivery partner For example, any inappropriate contact after a delivery has been completed.
- Breaking the local law while using Uber Eats For example, asking delivery partners to break local traffic laws such as speed limits; or using Uber Eats to commit a crime.

If we become aware of these kinds of problematic behaviors, we will contact you so we can look into them. Depending on the nature of the concern, we may put a hold on your account during our inquiry. If the issues raised are serious or a repeat offense, or you refuse to cooperate, you may lose access to your Uber Eats account.

Any behavior involving violence, sexual misconduct, harassment, discrimination, or other illegal activity while using Uber Eats can result in the immediate loss of your account. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our [Law Enforcement Guidelines](#).

Terms of Use

As a user, you agree to our Terms of Use when you sign up for your account. Violation of these terms may result in the permanent closing of your account. Violations of Terms of Use can include, for example, the failure to maintain accurate, complete, and up-to-date account information, including having an invalid or expired payment method on file.

Discrimination

Uber Eats 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 engaged in discriminatory behavior in any way, including having discriminated against another user based on their race, color, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law.

Fraud and Misuse

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

Why restaurant partners can lose access to Uber Eats

If you are a restaurant partnering with Uber Eats, temporarily or permanently losing access to the app can be disruptive to your business. That's why we believe it is important to have clear policies that explain the circumstances in which you may be denied access to Uber Eats.

In addition to the termination events included in the contractual agreements, businesses can lose access to Uber Eats if they violate these Community Guidelines.

Ensuring a respectful, safe environment for delivery partners

The way you behave while using Uber Eats can have a big impact on the experience of users and delivery partners using the app. Courtesy matters. That's why you are expected to exercise good judgment and behave decently towards other people when using Uber Eats — just as you would with any customer.

Here are some reasons you could lose access to Uber Eats:

- Physical contact with delivery partners You shouldn't touch those you're interacting with. And you should never hit or otherwise hurt a delivery partner.
- Damaging a delivery partner's property For example, damaging a bicycle or other form of transportation, breaking or vandalizing a phone.
- Use of inappropriate and abusive language or gestures For example, asking overly personal questions, using verbal or physical threats, and making comments or gestures that are aggressive, sexual, discriminatory, or disrespectful.
- Unwanted or uninitiated contact with consumer or delivery partner For example, contacting a consumer to ask them to cancel the order and offer delivery directly outside the Uber Eats app; or any unwanted contact after the delivery has been completed.
- Breaking the law while using Uber Eats For example, asking delivery partners to break local traffic laws such as speed limits; or using Uber Eats to commit a crime.
- Failure to provide a safe environment for pick-ups For example, the occurrence of violent incidents on the restaurant premises that might endanger delivery partners' safety.

If we become aware of these kinds of problematic behavior, we will contact you so we can look into them. Depending on the nature of the concern, we may put a hold on your account during our inquiry. If the issues raised are serious or a repeat offense, or you refuse to cooperate, you may lose access to Uber Eats.

Any behavior involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using Uber Eats can result in the immediate loss of your account. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our [Law Enforcement Guidelines](#).

Quality

At the conclusion of every delivery, both the consumer and the delivery partner have the opportunity to rate their restaurant experience (either thumbs up or thumbs down). This rating system improves accountability and helps create a high quality, safe and professional environment for everyone.

Where can I find my customer rating?

You can find your customer rating by signing into Restaurant Manager at uber.com/restaurants. As stated above, you will receive a customer & delivery partner rating at the conclusion of each delivery.

What about feedback from delivery partners?

We also take feedback from delivery partners about their experience with restaurants. They have the ability to rate each pickup experience with a "thumbs up" or "thumbs down". Your delivery partner rating is based on the average delivery partner ratings you received. Some reasons why delivery partners might

give a restaurant a thumbs down rating include: delivery partner has to wait too long to pick up the food, unpleasant interactions with restaurant staff, or unclear pickup/parking instructions.

What leads to you losing access to Uber Eats?

If either your delivery partner rating or customer rating is much lower than the average for your city, we will reach out to let you know. If either your delivery partner rating or your customer rating is significantly below your city's minimum threshold, you may temporarily or permanently lose access to Uber Eats.

However, in certain circumstances including but not limited to reports of food safety violations, both on or off the App, use of illegal food substances or endangered animals or failure to maintain proper licenses can cause you to lose access to Uber Eats even before falling below the rating threshold.

Unaccepted orders

An unaccepted order occurs when you do not accept a customer's order request, creating a poor customer experience. While there may be times when the restaurant gets busy, minimizing unaccepted orders is critical to ensuring customers have a positive experience with your restaurant on Uber Eats, which keeps them coming back to your restaurant and others on Uber Eats. If you don't want to receive order requests at a given time, you can use the "Pause New Orders" feature or make specific items unavailable.

How is the unaccept rate calculated?

The unaccept rate is based on the number of unaccepted order requests out of the total number of order requests. For example, if you've received 100 order requests and 5 of them are unaccepted, your unaccept rate is 5%. You can find your unaccept rate by signing into Restaurant Manager.

What leads to you losing access to Uber Eats?

If your unaccept rate is much higher than the average for your city, we will reach out to let you know. If your unaccept rate is significantly above your city's maximum threshold, you may temporarily or permanently lose access to Uber Eats.

Missing or wrong orders

When a restaurant-partner does not fulfill the correct items in a customer's requested order, the customer receives missing or wrong items which can lead to a poor experience. We understand mistakes sometimes happen, so we will let you know if a consumer receives an incomplete or wrong order. However, if you consistently have missing items or wrong orders, you may temporarily or permanently lose access to Uber Eats.

Operational errors resulting in long trip times or low customer satisfaction

Other metrics that are monitored by the system may include but are not limited to: prep time, delivery partner handoff time (the amount of time it takes for the delivery partner to get in and out of the restaurant with the order, including wait time), menu availability time, and order acceptance time. If these metrics are significantly above the average for your city they may negatively impact other parties on Uber Eats, and may result in loss of access to Uber Eats. Restaurant partners can monitor performance metrics anytime through the Restaurant Manager portal at uber.com/restaurants, and may reach out to our team with any questions or concerns.

Fraudulent or Illegal Behavior

Fraudulent activity undermines the trust on which Uber Eats is built and will not be tolerated.

What can lead to you losing access to Uber Eats?

We will revoke access for any account or accounts associated with fraudulent activity, which may include but is not limited to: creating dummy accounts for fraudulent purposes; accepting order requests without the intention to complete; and claiming fraudulent fees or charges.

Discrimination

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

Compliance with the Law

We expect restaurant partners to act in compliance with all relevant state, federal, local, and health laws at all times. Uber may revoke your access to Uber Eats for failing to comply with all relevant laws, engaging in illegal activity while using Uber Eats, or not maintaining valid restaurant licenses or permits.

Why delivery partners can lose access to Uber Eats

If you are a delivery partner, and your account is deactivated or temporarily blocked, it limits your ability to earn using the app. That's why we believe it is important to have clear policies that explain the circumstances in which you may be denied access to Uber Eats.

Ensuring a respectful, safe environment

The way you behave while using Uber Eats can have a big impact on the experience of all users of the app. Courtesy matters. That's why you are expected

to exercise good judgment and behave decently towards other people when using Uber Eats — just as you would in any public place.

Here are some reasons you could lose access to Uber Eats:

- Physical contact with customers or restaurant staff As these Community Guidelines make clear, you shouldn't touch restaurants' personnel, consumers or other delivery partners. And you should never hit or otherwise hurt a consumer or restaurant partner.
- 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 to a consumer or restaurant partner.
- Unwanted contact with consumers after a delivery is over For example, messaging, calling, or visiting someone in person after a delivery has been completed.
- Breaking the law while using Uber Eats For example, texting while driving; speeding or otherwise breaking local traffic laws; and using Uber Eats to commit a crime.
- Driving or delivering under the influence Uber Eats does not tolerate the use of drugs or alcohol by delivery partners while making deliveries.
- Unsafe delivery or tampering with food Delivery partners using the app must ensure to drive / deliver safely at all times. This includes following local road rules and ensuring the item (i.e. food, parcel) is delivered in accordance with relevant safety standards.
- Failure to comply with a restaurant's requests. Sometimes restaurant partners outline certain guidelines about how they want their orders delivered for certain reasons (e.g. food safety, religious reasons or licensing requirements). Reports of failing to follow those guidelines may result in deactivation of your account. For example, failure to follow requests from restaurants to keep halal and non-halal food separate.

What leads to you losing access to your account?

If we are made aware of behaviour in violation of these Community Guidelines, we will contact you so we can look into them. Depending on the nature of the concern, we may put a hold on your account during our inquiry. If the issues raised are serious or a repeat offense, or you refuse to cooperate, you may lose access to Uber Eats. Any behavior involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using Uber Eats can result in the immediate loss of your account. Uber will also deactivate the account of any delivery partner who receives several or serious complaints of poor, unsafe, or distracted driving while using the Uber Eats app. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our [Law Enforcement Guidelines](#).

Quality

At the conclusion of every delivery, restaurants and consumers have the opportunity to rate their experience (either thumbs up or thumbs down) with their delivery, and delivery partners can also rate and give feedback on their pickup and dropoff experiences. This system improves accountability and helps create a respectful, safe, and professional environment for everyone. Delivery partners can see their current rating in the Ratings tab of the Uber Partner app.

How is my rating calculated?

Your delivery rating is based on the average ratings you received from restaurants and consumers for your last 500 rated deliveries, or the total number of rated deliveries you've completed if you haven't done 500 yet. We use the restaurant ratings you have received to calculate half of your rating, and consumer ratings to calculate the other half. For example: if you completed 100 trips and received 60 ratings from restaurants (all thumbs up), and 40 from consumers (only 90% thumbs up), your rating would be 4.9.

As soon as you've received 20 ratings, you will be able to see your delivery rating. You can access your rating in the Feedback section of your app.

What leads to you losing access to your account?

If your rating starts to approach the minimum delivery rating for your city, we will reach out to let you know. If your delivery rating persistently falls below your city's minimum, you may lose access to Uber Eats.

Cancellation Rate

A cancellation occurs when you accept a delivery request, and then cancel the trip. When you cancel, it negatively affects the experience for both restaurants and consumers and create a poor customer experience. We understand that there may be times when something comes up and you have to cancel an accepted delivery request. But minimizing cancellations is critical for the reliability of the system.

How is my cancellation rate calculated?

A cancellation is when you accept a delivery request and then cancel the delivery. Your cancellation rate is based on the number of deliveries canceled out of the total number of deliveries you accept. For example, if you've accepted 100 deliveries and 4 of them are canceled, your cancellation rate would be 4%. Highly rated delivery partners typically have a cancellation rate lower than 5%.

What leads to you losing access to your account?

If your cancellation rate is much higher than the average for your city, we'll alert you, after which you may be logged out of the app. If your cancellation rate continues to exceed the maximum limit, you may lose access to your account.

You may also lose access to your account if you have a significantly higher than average cancellation rate from restaurants, for example, in cases where you don't arrive after confirming availability for a delivery forcing the restaurant to cancel.

Acceptance Rates

Consistently accepting delivery requests helps maximize earnings for delivery partners and keeps the system running smoothly. We know that sometimes things come up that prevent you from accepting every request, or you may want to take a break. But not accepting requests while you're online in the app causes delays and makes the app less reliable. While declining deliveries does not automatically lead to permanent deactivation of your account, if you don't want to accept delivery requests, you can just go offline. There is no minimum requirement on you to log onto the App, or to accept deliveries when you have, but logging on is an indication that you are available to receive deliveries.

If you consistently decline delivery requests, we will assume you do not want to accept more deliveries at that time and your account may automatically be logged off until you log back in.

Delivery Delays

Our restaurant partners and consumers choose Uber Eats for its high quality, reliability, and speed. As a result, delivery partners who are consistently slow to complete trips -- with a significant number of deliveries materially deviating from the ETA for arriving at the premises for pickup or arriving at the delivery location for drop-off -- may lose access to their accounts. If you start to approach this threshold in your city, we will notify you and give you an opportunity to improve before removing account access.

Delivery requirements

There may be some cases where food deliveries should arrive in an insulated bag or restaurants may require certain foods to be separated. For example, a delivery partner on a bicycle may need a special kind of bag to protect the food from movement, external weather conditions and for food safety purposes or halal and non-halal food. For these reasons, you may receive additional information about purchasing or using insulated (thermal) bags or bags with segregated sections for Uber Eats orders in certain markets. If you do not use an insulated bag where required, you may lose access to Uber Eats.

Delivery partners are prohibited from delivering alcohol to consumers under the local legal drinking age. Delivery partners should verify age or identification where necessary, and follow any steps set out in the app.

All deliveries to schools should be made through the school reception or equivalent in accordance with the school authority's official procedures. Please

remember, as a delivery partner, you have the right to cancel deliveries to unsupervised minors. This will not impact your cancellation rate.

As indicated in the section above, Uber Eats account holders must be 18 years old or older. If a child is using a parent or guardian's account to receive food, a parent or guardian must be with them at all times.

Firearms Ban

Uber Eats prohibits delivery partners from carrying firearms while using our app. You can learn more about our firearms prohibition policy [here](#). [1] If you violate Uber's firearms prohibition policy, you may lose access to Uber Eats.

Unacceptable Activities

We will take action against a delivery partner for activities such as: harming the business or brand, like unauthorized use of Uber's trademark or intellectual property, soliciting payment of fares outside the Uber Eats app, or otherwise violating the services agreement with Uber Eats.

Accurate Personal Information

The Uber app is designed to give users identifying information about delivery partners and their vehicles, like their name, vehicle type (car, motorbike, bicycle, walker) and license plate number, before the delivery begins. Inaccurate or outdated information creates confusion among users and can diminish their experience with Uber Eats.

What leads to you losing access to your account?

We will deactivate your account for activities such as: providing Uber Eats with inaccurate information; allowing someone else to use your account; and making a delivery using a vehicle not registered with your account.

In addition, we will take action to prevent any delivery partner whose required documentation becomes invalid — like a driver's license that expires — from going online until the delivery partner provides us with the updated information. Uber may also permanently deactivate a delivery partner's account if checks of any vehicle or driver documents uncover a violation of Uber Eats safety standards or local regulatory requirements.

Fraud and Misuse

Fraudulent activity or misuse of Uber Eats undermines the trust on which Uber is built and will not be tolerated. That's why we are constantly on the lookout for fraud or misuse by users who are gaming our systems.

What leads to you losing access to your account?

We will deactivate any account or accounts associated with fraudulent activity or misuse, which may include: picking up the item without the intention to complete

a delivery; creating dummy accounts for fraudulent purposes; claiming fraudulent fees or charges; intentionally accepting or completing fraudulent or falsified deliveries; claiming to complete a delivery without ever picking up the delivery item; and picking up a delivery item but not delivering it in full.

Discrimination

We have a zero tolerance policy towards discrimination of any kind at Uber Eats.

What leads to you losing access to your account?

It is unacceptable to refuse to provide services based on the pick-up or drop-off location of the delivery, or characteristics like a person's race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under relevant law. Actions like these will result in permanent deactivation of your account.

Last updated: 27 October 2017

[1] To the extent permitted by applicable law.