### **Sign Up**

### **How do I sign up as a driver-partner?**

**You can sign up through the Turvy-Driver app, which you can download through the**[**Apple Store**](https://itunes.apple.com/au/app/didi-driver/id1364338913?mt=8&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none)**,**[**Google Play Store**](https://play.google.com/store/apps/details?id=com.didiglobal.driver.au&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none) **or** [Turvy Website.](https://www.turvy.net/driver/register)

1. Sign up with your phone number and email address. Enter your basic information and ABN number. Make sure you are GST registered.
2. Upload the required documents for your state (please see the details in Document Requirements below).
3. It takes up to 3 business days to review the uploaded documents. Once approved, your account will be active and you can log in to start driving.

[**NSW:** View Driver Required Documents for NSW.](https://australia.didiglobal.com/driver/what-you-need-to-drive-with-didi-in-nsw/?utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none)

[**VIC:** View Driver Required Documents for VIC.](https://australia.didiglobal.com/driver/vic-driver-requirements/?utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none)

[**QLD:** View Driver Required Documents for QLD](https://australia.didiglobal.com/driver/qld-driver-requirements/?utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none).

### **What are Turvy’s car requirements?**

We strive to ensure the safety and comfort of everyone using our platform. For this reason, all vehicles registered with Turvy must be:

– In excellent working condition (with functioning windows and air conditioning)

– Free from cosmetic damage and commercial branding

– A 4-door car / van

– No more than 8 seats (including the driver’s seat)

– Able to pass annual vehicle inspection

– Registered in the state where the vehicle is driven

– Registered as a Commercial Passenger Vehicle (CPV). Please note: the driver does not need to upload this document.

– Covered by Compulsory Third Party (CTP) insurance. Please note: the driver does not need to upload this document.

### **How long does it take to register?**

Once you’ve submitted your driver application, please allow 3-5 business days for us to review your application. If you wish to enquire about your application, please wait until after this time to do so.

### **My driver registration was unsuccessful**

Once you’ve submitted your driver application, please allow 3-5 business days for your account to be registered. If you wish to inquire about your application, please wait until after this time to do so.

If your registration was unsuccessful, you’ll be notified of the reason via SMS. If this happens, you can view any declined material and re-submit any new / valid documents for our team to reassess.

Common reasons your registration may be unsuccessful include:

– Submitting invalid or expired documents / certificates

– Not submitting all the required documents / certificates

– Providing inconsistent or false documents / certificates

– Providing incomplete documents

– Providing blurry / unclear documents where details cannot be seen

To ensure a smooth registration process, we recommend you double-check all of your documents before submitting.

### **Registering for an ABN or GST**

The Australian Taxation Office (ATO) expects all rideshare driver-partners to have an Australian Business Number (ABN) and register for GST. Please note: having an ABN doesn’t mean you’re automatically registered for GST. Additionally, we’re unable to issue GST compliant tax invoices on behalf of driver-partners who don’t upload an ABN.

To obtain an ABN and register for GST, you can complete the process online through the Australian Business Register (ABR). You can also register your ABN for GST through their website (please ensure you have your Tax File Number (TFN) handy). If you accidentally miss this step, you can always register your ABN for GST by following the online prompts or contacting the ABR directly.

When completing the ABN registration process, your tax agent may recommend using ‘ride-sourcing’ as your business description. You can also use the following categories:

– 46239 Road Passenger Transport

– 46231 Taxi Services

To apply for an ABN and/or GST please use the following links:

**Apply for your ABN –**

https://abr.gov.au/For-Business,-Super-funds—Charities/applying-for-an-ABN/

**If you already have an ABN, you can register for GST here –**

https://www.ato.gov.au/Business/GST/Registering-for-GST/

**For more info, see the Australian Taxation Office website here –**

 https://www.ato.gov.au/General/Ride-sourcing-and-tax/In-detail/Ride-sourcing-drivers—What-you-need-to-know/

**See info on ridesharing from the ATO here –**

 https://www.ato.gov.au/general/ride-sourcing-and-tax/

For more information on applying for an ABN or GST, you can contact the ATO on 13 72 26.

### **Car inspections**

You’re required to submit a current commercial passenger vehicle inspection report. A vehicle inspection report must be less than 12 months old as this is required annually.

Car requirements and inspection procedures vary from state to state. Please visit see the following websites for more information:

NSW:

https://www.rms.nsw.gov.au/business-industry/public-passenger-vehicles/index.html

QLD:

https://www.qld.gov.au/transport/buying/vehicleinspection/periodicinspection/about

VIC:

https://www.vicroads.vic.gov.au/registration/vehicle-modifications-and-defects/written-off-vehicles/the-vehicle-identity-validation-viv-inspection

WA:

[https://www.transport.wa.gov.au/licensing/get-a-vehicle-inspected.asp](https://www.transport.wa.gov.au/licensing/get-a-vehicle-inspected.asp?utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none)

SA:

https://www.sa.gov.au/topics/driving-and-transport/industry-services/taxi-and-passenger-transport/Operator-Accreditation

ACT:

https://www.accesscanberra.act.gov.au/app/answers/detail/a\_id/83/~/motor-vehicle-inspections

### **Driver - Using the App**

### **Can I receive customer support in person?**

We often hold meet up events in the cities where we operate.These support events are held for driver-partners interested in signing up to Turvy or seeking face-to-face support.

To find out where and when future Turvy Driver Meet Ups will be held, follow us on our [Turvy Australia Driver Facebook](https://www.facebook.com/DiDiAustraliaDrivers/?utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none) page.

### **How Completion Rate (CR) works**

**Why do I need to maintain a high Completion Rate (CR)?**

At Turvy we believe a high CR provides our riders with a reliable ridesharing service. For this reason, we have set a minimum CR for each city in which Turvy operates. If a rider cancels the trip for one of the following reasons, your CR may be affected:

– You didn’t arrive at the pickup point on time

– You didn’t make enough progress towards the rider / pickup point

– You started the trip before picking up the rider

**What happens if my CR falls below my city’s minimum requirement?**

Your Weekly Completion Rate (WCR) is calculated every Monday. If your WCR falls below the Minimum Requirement, you’ll receive a reminder. Your account may also be temporarily suspended. If your WCR is below the Minimum Requirement for four (4) consecutive weeks, your account will unfortunately be deactivated.

### **Driving with Turvy at the airport**

**Why can’t I receive airport trip requests?**

To receive airport trip requests, you’ll need to accept the relevant terms and conditions of the Airport. You can find them in Settings > Legal. Once complete, you’ll be notified of any airport trips in the Turvy-Driver app.

Please note: always ensure you pick up a rider in the designated Rideshare Pickup / Holding areas.

**Where are the Rideshare Pickup / Holding Areas located?**

Most airports have their own designated area for rideshare services. Upon entering the airport area, simply follow the signs. If you have any trouble, we suggest viewing the website of the relevant airport for more details.

**What happens if I wait in the airport queue but only receive a short trip?**

After you receive and complete the short trip request, if you return to the airport within 12 hours you will be placed in a priority queue. Only drivers who have completed short trips will be placed in the priority queue.（Please note: short trip means that the actual traveled distance ≤12km）

**Why did I lose my place in the queue?**

If you leave the queue, you will automatically lose your position. We recommend staying in place to avoid losing your spot!

### **Can I answer calls while driving?**

Generally, fully licenced drivers can only make a call if:

– Their mobile phone is in a secure commercially designed cradle fixed to the car

– Their mobile phone is operated without touching any part of the phone (e.g. Bluetooth or voice activation)

We always recommend that you follow local road rules and regulations when you’re driving and using the Turvy Driver app.

### **How do I contact a rider?**

Once you’ve accepted a trip request, you can contact the rider via message / phone call. To contact your rider:

– Tap the PHONE icon to call

– Tap the MESSAGE icon to send an in-app message

Please note: for privacy reasons, mobile numbers are kept anonymous for both riders and drivers. If the trip ended within the last 7 days, the rider can contact you directly through the self-help function in the app. Please remind your rider to take all of their belongings with them when the trip has ended!

### **How do Point-to-Point trips work?**

Point-to-Point trips allow you to limit your trip requests so that they are on the way to the entered destination. Every day, you’ll get 3 opportunities to set a Point-to-Point trip.

To set a destination simply tap on the menu icon on the bottom right of the home screen. Tap ‘Set Mode’ and set your destination by entering an address.

Tip: When you’ve finished for the day, set your home destination and Turvy will only show you trip requests heading in that direction.

### **Missing tolls**

Each time you drive through a toll during a trip, the toll fee amount is automatically added to the trip fare.

If you find you are missing a toll amount, please contact Customer Support and provide us with the following details:

– The trip you are missing a toll from

– The toll name

– The amount missing

If we determine that a toll amount was missing, we’ll add this toll to the next payment cycle and this will reflect in your payment statement (under ‘Other’).

### **How does the Cancellation Fee work?**

We understand it can be frustrating when your trip is cancelled by a rider. That’s why we’ve got Cancellations Fees in place to keep things fair for all our users. Each city has its own cancellation rules. For details, please visit our Cancellation Policy in the Turvy Driver app > Account > Settings > Legal.

If you believe you’re missing a Cancellation Fee, please reach out to us by tapping your profile picture > Service Centre > Fare Related > Contact Us > Email Customer Support.

### **How are fares calculated?**

Fares are calculated by the following:

* Base Fare: a flat fare charged once the rider enters the car and you start the trip.
* Distance Fare: a fare that is charged based on the distance travelled. This fare may vary depending on the city and the threshold distance. An extra charge may be applicable after a specific distance.
* Time Fare: a fare charged for the duration of the trip (from pickup to drop off). This includes time your driver spent waiting for you and time spent in traffic. This includes the time your driver spent waiting for you and time spent in traffic, etc and may vary depending on the city.
* Short Distance Fee: applicable to trips that are less than 7 km (Brisbane and Geelong only).
* GST / other relevant taxes.

Other charges may include:

* Tolls
* State Government Transport Levy
* Waiting Fees
* Cancellation Fees
* Fuel Charge
* Changes to the Base Fare because of Dynamic Pricing periods

To view a detailed fare breakdown of every trip, please head to Trip History > Fare Details.

### **How do I request a Cleaning Fee?**

If a rider makes a mess / damages your vehicle and this prevents you from accepting further trip requests, you can request a Cleaning Fee to help cover the cost of cleaning. Please note: if the rider has a valid reason for disputing this fee, then you may not be able to receive the Cleaning Fee.

To request a Cleaning Fee, please contact Customer Support and provide us with all of the following information:

1. The trip details
2. Photos of the mess / damage (these must be taken from multiple angles)
3. A photo of you with the mess / damage while holding your driver’s licence
4. A photo of the cleaning receipt from a professional cleaning company (must be provided within 7 days and include a valid ABN)

Once we’ve received all of the information, we’ll determine the severity of the mess / damage based on the following criteria:

* $40.00 — Moderate Mess / Damage: This may include moderate spills, stains or smudges caused by food, liquid or other substances.
* $80.00 — Major Mess / Damage: This may include major spills, stains or smudges caused by food, liquid or other substances.
* $150.00 — Severe Mess / Damage: This may include severe spills, stains or smudges caused by food, liquid or other substances.

Important: the amounts shown above represent the maximum amounts that can apply. The Cleaning Fee amount will be based on the extent of the mess / damage and will correspond with the amount shown on your cleaning receipt (to the extent that the invoice amount doesn’t exceed the maximum limit). We’ll also review your trip history to verify that you were unable to continue accepting trip requests as a result of the mess / damage. If the rider lodges a dispute, or you request multiple Cleaning Fees, we’ll review the situation carefully. Please keep in mind that attempting to obtain a Cleaning Fee by dishonest or fraudulent means is against our Anti-Fraud Policy and may result in account suspension / deactivation.

### **What signage requirements do I need?**

While signage requirements differ across each state and territory, drivers must ensure that they comply with the signage requirements applicable to their particular area of operation.

In order to assist drivers with their obligations, Turvy provides the required number of removable window stickers with pre-approved Turvy logo (“Turvy signs”). The Turvy signs are retroreflective, in a square shape and at least 146mm x 146mm in size. If needed, drivers can request additional Turvy signs at one of our Driver Hubs or by contacting us directly.

Please note: it is the driver’s responsibility to ensure that the Turvy signs are properly displayed as required by the local regulations. Drivers who fail to comply with the regulatory requirements may be subject to a penalty imposed by local authorities. Turvy will not indemnify any driver for any penalties issued to the driver in relation to the driver’s failure to comply with the relevant signage requirements.

Drivers should carefully review the relevant sections below for the specific requirements applying to them. Please review this section regularly as Turvy may amend these guidelines from time to time to reflect the legislative and regulatory updates. For further and latest information on the relevant regulatory requirements, please refer to the website of the Commercial Passenger Vehicles Victoria (“CPVV”). Drivers can obtain the CPVV sign from their website.

**Victoria**  
**By way of guidance, drivers must ensure that:**

* At least one Turvy sign or CPVV sign is displayed;
* The Turvy sign or CPVV sign displayed is incapable of being removed by a person seated in the driver’s seat of the vehicle; and
* The Turvy sign or CPVV sign is clearly visible from the outside of the vehicle.

**Tip:** Apply the Turvy sign or CPVV sign on the rear windscreen

Drivers must also ensure that, whenever they use their vehicle for purposes other than providing transportation services to passengers using Turvy’s App (ie when you are not logged into Turvy’s App), they remove all Turvy signage from the vehicle.

Fatigue Management Policy:

Driving Time...

Driving for extended periods without a break increases the risk of driving incidents related to fatigue. To help you stay safe on the road, and to help you comply with legal obligations related to managing fatigue, the Turvy app will take you offline for an 8 hour uninterrupted break period after 12 cumulative hours of being online. That means, after every 12 hours spent online without having a consecutive 8-hour break, driver-partners must be offline for 8 continuous hours before driving again.

To help you manage your time, the app will notify you when you are getting close to 12 hours of being online with the Turvy app. You’ll receive a notification when you are less than 2 hours left to drive, another when you have less than 1 hour left, and finally reminder when you have less than 30 minutes left.

If you happen to be on-trip when you hit your 12th hour of being online, you will be able to complete your trip before the app takes you offline for 8 hours.

Below are some examples to help explain how this works in practice:

Driving while fatigued

Driving for extended periods increases the risk of incidents related to fatigue – it’s important to know the signs and understand how the Turvy Driver app helps you manage fatigue.

### Common signs offatigue

* Excessive yawning
* Heavy eyes
* Stiffness or cramps
* Microsleeps (sudden, uncontrollable episodes of sleep lasting up to 10 seconds)

### How fatigue affects your driving

Fatigue increases your chance of having an accident. It affects your driving by causing:

* Slower reaction times
* Lack of concentration
* Poor judgment

### Fatigue and other work and activities

When driving or delivering using the Turvy app, it’s important to assess your level of fatigue before logging on. Think about how long you may have been awake, and whether you’ve had enough sleep. Remember, driver-partners have a legal obligation to manage their fatigue at all times whilst driving on the app.

## Managing fatigue

As stated in our Community Guidelines, **sleep** is the only true preventative measure against the risk of fatigue.  
Here are some tips to help you manage fatigue:

* Get a good night’s sleep (at least 7-9 hours is recommended)
* Plan regular 15-minute breaks for every two hours of driving
* It’s a good idea to take a couple of days off to recharge if you’ve been driving for several consecutive days
* Check if any medicine you are taking may affect alertness
* Know the early warning signs of fatigue. If you experience any of the 4 warning sides above, or just generally feel tired, log off and call it a day.

## Fatigue Management Policy

To help safeguard you and your passengers’ safety, Turvy’s Community Guidelines say that if you’re driving and feel tired, you should take a break. Additionally, state transit authorities in Australia now outline the responsibilities for driver-partners to manage risks regarding health and safety (such as fatigue).  
  
To help you comply with your safety obligations, the Turvy app keeps you aware of how many hours you’ve spent online. The Fatigue Management feature will take you offline for 8 consecutive hours if you have been online for 12 cumulative hours without a consecutive 8-hour break.  
  
Remember, driver-partners have a legal obligation to ensure that they do not drive while fatigued.

## Frequently asked questions

Why does the Turvy app take me offline for an 8-hour break?

Driving while fatigued poses a serious safety risk to you and your riders, as well as all road users. Driver-partners also have a legal obligation to effectively manage their fatigue at all times. You should find our Fatigue Management Policy useful to help you comply with these obligations.

What counts towards 12 hours?

The entire duration between the time you go online, to the time you go offline, will be counted as time towards the Fatigue Management Policy. Time counted will include:

* Time en route and time on-trip.
* Time driving between trips.
* Time spent stationary, for example waiting in an airport queue.

When will the 12 hours of online time reset?

To reset your 12 hours of cumulative online time you will need to take an uninterrupted break by going offline for 8 hours. Any break shorter than this will not contribute toward resetting your counter.

How will I know when I reach 12 hours?

You can monitor the time you have been online in your Turvy Driver app in your Trip Planner by tapping ‘See driving time’. This will tell you the total amount of time you have been online for.

You will be notified when you are approaching 12 hours of online time at 2 hours, 1 hour, and half an hour before the app takes you offline for an 8-hour break. If you are on-trip when you hit your 12th hour of being online, you will be able to complete your trip before being taken offline for 8 hours.

Will my app reset after 24 hours?

No. If you reach 12 cumulative hours of online time without taking an uninterrupted 8-hour break, the app will take you offline for 8 hours.

What situations can lead to fatigue?

Staying awake or working for excessive periods can lead to fatigue

When am I most at risk?

Driving at night is when you are most at risk of tiredness, as well as after lunch and early in the morning.

**Additional online resources**

* [Transport for New South Wales Centre for Road Safety](https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/index.html)
* [Victoria roads fatigue and road safety](https://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety/fatigue/fatigue-and-road-safety)
* [Queensland Government StreetSmarts](https://streetsmarts.initiatives.qld.gov.au/driving-tired)
* [Western Australia Department of Transport](https://www.commerce.wa.gov.au/worksafe/fatigue-management-commercial-vehicle-driver)
* [Royal Automobile Association of South Australia](https://www.raa.com.au/motoring-and-road-safety/safety-for-road-users/driver-fatigue)

Covid-19

Driver-partners\*

### **Most importantly, do not drive if you’re feeling sick**

The most important thing you can do right now is to stay home if possible. This is especially critical if you’re feeling sick. This will help limit the spread of the virus. Let’s help keep drivers safe and ensure that rides are available for those who need them.

### **If you’re driving:**

* **Cover your mouth and nose**. If you sneeze or cough, do so into your elbow or a tissue.
* **Ask riders to maintain distance.** It’s OK to ask riders to sit in the back to give you more space.
* **Open the windows.** If possible, roll down the windows to improve ventilation
* **Wash your hands.** Please wash your hands or use a hand sanitiser as often as you can.

**Health and safety tips**

We’re reminding everyone who uses Turvy to follow advice from public health authorities. If you’re sick, stay home and away from others. Wash your hands frequently, and cover your cough or sneeze. For more information, visit the World Health Organization website.

[More information](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public" \t "_self)

Treat everyone with respect

We‌ ‌believe‌ ‌that‌ ‌everyone‌ ‌should‌ ‌feel‌ ‌supported‌ ‌and‌ ‌welcomed.‌ ‌That’s‌ ‌why‌ ‌we’ve‌ ‌created‌ ‌standards‌ ‌on‌ ‌physical‌ ‌contact,‌ ‌inappropriate‌ ‌conduct‌ ‌and‌ ‌sexual‌ ‌assault,‌ ‌threatening‌ ‌and‌ ‌rude‌ ‌behaviour,‌ ‌unwanted‌ ‌contact,‌ ‌discrimination‌ ‌and‌ ‌property‌ ‌damage.‌

Physical contact

Don’t‌ ‌touch‌ ‌strangers‌ ‌or‌ ‌anyone‌ ‌you‌ ‌just‌ ‌met‌ ‌while‌ ‌using‌ ‌any‌ ‌of‌ ‌Turvy’s‌ ‌apps.‌ ‌Hitting,‌ ‌hurting‌ ‌or‌ ‌intending‌ ‌to‌ ‌hurt‌ ‌anyone‌ ‌is‌ ‌never‌ ‌allowed.

‌

‌Inappropriate‌ ‌conduct‌ ‌and‌ ‌sexual‌ ‌assault‌

‌Personal‌ ‌space‌ ‌and‌ ‌privacy‌ ‌should‌ ‌be‌ ‌respected‌ ‌at‌ ‌all‌ ‌times.‌ ‌The‌ ‌following‌ ‌list‌ ‌provides‌ ‌examples‌ ‌of‌ ‌inappropriate‌ ‌conduct‌ ‌but‌ ‌is‌ ‌not‌ ‌exhaustive.‌

* Behaviours‌ ‌and‌ ‌comments‌ ‌that‌ ‌could‌ ‌make‌ ‌people‌ ‌feel‌ ‌uncomfortable‌ ‌are‌ ‌not‌ ‌acceptable.‌ ‌Examples‌ ‌include‌ ‌nudges,‌ ‌sexual‌ ‌gestures,‌ ‌whistles‌ ‌and‌ ‌winks.‌ ‌Don’t‌ ‌touch‌ ‌or‌ ‌flirt‌ ‌with‌ ‌people‌ ‌you‌ ‌don’t‌ ‌know.‌ ‌
* Certain‌ ‌conversations‌ ‌that‌ ‌could‌ ‌be‌ ‌perceived‌ ‌as‌ ‌harmless‌ ‌can‌ ‌be‌ ‌offensive.‌ ‌Don’t‌ ‌comment‌ ‌on‌ ‌appearance,‌ ‌perceived‌ ‌gender‌ ‌identity‌ ‌or‌ ‌sexual‌ ‌orientation.‌ ‌Unrelated‌ ‌personal‌ ‌questions‌ ‌may‌ ‌offend,‌ ‌such‌ ‌as‌ ‌‘Are‌ ‌you‌ ‌in‌ ‌a‌ ‌relationship?’‌ ‌Avoid‌ ‌discussing‌ ‌your‌ ‌own‌ ‌or‌ ‌someone‌ ‌else’s‌ ‌sex‌ ‌life,‌ ‌using‌ ‌explicit‌ ‌language‌ ‌or‌ ‌making‌ ‌sex jokes.‌ ‌
* Turvy‌ ‌has‌ ‌a‌ ‌no-sex‌ ‌rule.‌ ‌Sexual‌ ‌contact‌ ‌is‌ ‌prohibited‌ ‌while‌ ‌using‌ ‌the‌ ‌Turvy‌ ‌apps.‌ ‌Learn‌ ‌more‌ ‌[here](https://www.uber.com/legal/community-guidelines/anz-en/).‌ ‌

Sexual‌ ‌assault‌ ‌and‌ ‌sexual‌ ‌harassment‌ ‌of‌ ‌any‌ ‌kind‌ ‌are‌ ‌prohibited.‌ ‌Sexual‌ ‌assault‌ ‌and‌ ‌misconduct‌ ‌refer‌ ‌to‌ ‌sexual‌ ‌contact‌ ‌or‌ ‌behaviour‌ ‌without‌ ‌the explicit‌ ‌consent‌ ‌of‌ ‌the‌ ‌other‌ ‌person.‌

[See how all of us can help prevent sexual assault](https://www.youtube.com/watch?v=9wlfRDRP9f4%E2%80%8C" \t "_blank)

Threatening and rude behaviour

Aggressive, confrontational and harassing behaviour is not allowed. Don’t use language or make gestures that could be disrespectful or threatening. It may be a good idea to stay away from personal topics that can potentially be divisive, like religion and political beliefs.

* Tips for driver-partners

Keep conversations casual and friendly with driver-partners and co-riders. Don’t ask personal questions or act aggressively toward others.

Unwanted contact

Contact should end when the trip or delivery is complete unless it’s to return a lost item. For example, texting, calling, visiting or trying to visit someone in person after the trip or delivery has been completed is not allowed.

Discrimination

You should always feel safe and welcome. That’s why we don’t tolerate conduct we’ve determined to be discriminatory. Do not discriminate against someone based on traits such as age, colour, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.

Property damage and locking

Damaging property is never allowed. Some examples include damaging or tampering with the car requested through the Turvy apps; breaking or vandalising a phone or tablet; intentionally spilling food or drink; smoking in a car, or vomiting due to excessive alcohol consumption or otherwise. If you damage property, you’re responsible for the cost of cleaning and repair fees, outside of normal wear and tear.

[Learn more](https://www.uber.com/legal/policies/non-discrimination-policy/en/" \t "_self)

### **How Acceptance Rate (AR) works**

**Why do I need to maintain a high Acceptance Rate (AR)?**

At Turvy, we believe a high AR provides our riders with a reliable ridesharing service. Your AR is calculated on a daily basis and may decrease if you:

– Exceed a trip request’s response time

– Skip or decline a trip request

Please note: your AR will not be affected if the rider cancels the trip request within the request’s time limit.

**What happens if I decline too many trip requests?**

We understand that you may need to decline a trip request from time to time. However, please keep in mind that declining too many requests can affect riders’ experience. If you feel that you are unable to continue accepting trips, we recommend that you go offline. Please note: if we detect that you have declined or ignored too many requests in a day, we may place a temporary suspension on your account.