Turvy Community Guidelines

Australia and New Zealand

Our guidelines were developed to help make every experience feel safe, respectful and positive. They apply to everyone who uses Turvy’s platform (“Turvy Platform”), including but not limited to drivers, riders, delivery people, Turvy Eats users, merchants and businesses. It also includes interactions you may have with Turvy employees and contractors, including at Greenlight Hubs, through online support systems or over the phone. And, in some instances, our guidelines apply to conduct outside the Turvy Platform that we become aware of, including but not limited to information from other platforms, when such conduct may threaten the safety of the Turvy  Platform.

Thank you for joining us in supporting and safeguarding a welcoming environment.

The guidelines below help explain some of the specific kinds of positive Community engagement on the Turvy Platform, as well as the behaviours or circumstances that may cause you to lose access to the Turvy Platform. There will always be unforeseen events that may ultimately lead to your losing access to using the Turvy Platform and services, but the following guidelines —which we’ll update regularly—provide the basis for behaviour we expect from all in the Turvy Community. Not following any one of our guidelines can constitute a material breach or violation of the terms of your agreement with Turvy and may result in the loss of access to part or all of the Turvy  Platform.

Please take a moment to read them.

Guidelines for all of us

Everyone who signs up for a Turvy account is required to follow Turvy’s Community Guidelines. They reflect the following 3 pillars and the standards in each of these sections.

Treat everyone with respect

Our Community is remarkably diverse and, chances are, you will encounter people who might not look like you or share your beliefs. The guidelines in this section help to foster positive interactions during every experience.

Help keep one another safe

We’re hard at work every day to help create safer experiences for everyone. Your safety drives us. That’s why these standards were written. In addition to following all of Turvy’s Community Guidelines, you can also find some more standards just for delivery under “Additional guidelines for delivery” below.

Follow the law

We’re committed to following all applicable laws and earning your trust, and we expect everyone who uses the Turvy Platform to do their part and adhere to applicable laws and regulations, as well as airport rules and regulations where applicable.

Your feedback matters

If something happens, whether it’s good or bad, we make it easy for you to tell us directly in the app or by contacting the Turvy Support team. Our team is continuously improving our standards and policies, and your feedback is important so that we can take appropriate action and keep our standards relevant as our technology evolves.

Treat everyone with respect

Treat everyone in the Turvy Community as you would like to be treated yourself: with respect. The actions you take while using the Turvy Platform can have a big impact on the safety and comfort of others. Courtesy matters. That’s why you are expected to exercise good judgment and behave decently toward other people when using the Turvy Platform and interacting with others in the Turvy Community – just as you would in any public place.

For example, always try to be on time for your ride or to pick up your delivery. It’s also common courtesy not to shout, swear or slam doors. And by tidying up after yourself – whether it’s taking your rubbish home or cleaning up a spilled drink – you’ll help ensure that everyone has a pleasant ride. Most importantly, remember that when you interact with others in the Turvy Community, you may meet people who may look different from you or think differently than you. Please respect those differences. We believe that everyone should feel supported and welcomed when interacting with others in the Turvy Community. That’s why we’ve created standards and policies on physical contact, inappropriate conduct and sexual assault and misconduct, threatening and rude behaviour, post-trip contact, discrimination and property damage.

Physical contact

Don’t touch strangers or anyone you have just met while using the Turvy Platform. Limited exceptions are permitted for people needing or requesting physical assistance (for example, riders using Turvy Assist who may need help getting into and out of the vehicle). Hurting or intending to hurt anyone is never allowed.

Inappropriate conduct and sexual assault and misconduct

We all value our personal space and privacy. It’s OK to chat with other people. But please don’t comment on someone’s appearance or ask whether they are single or about their circumstances. Be mindful that people may not appreciate being asked about their personal life, including about children, work, where they live or their relationship status.

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

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

* Do not engage in behaviours or make comments that could make people feel uncomfortable.
* Do not ask personal questions (for example, about relationship status or sexual orientation). Certain conversations that could be perceived as harmless can be offensive. Avoid discussions about your own or someone else’s sex life, using explicit language, or making sex jokes.
* Do not comment on appearance (for example, derogatory or “complimentary” comments), perceived gender identity or sexual orientation.
* Do not make explicit comments or gestures (for example, slurs, or graphic or suggestive messages).
* Do not flirt (for example, nonverbal [e.g., nudges, whistles, winks], suggestive flirting, or being too physically close).
* Do not display indecent material (for example, sexually suggestive objects or pictures).
* Any sexual conduct. Turvy has a no-sex rule regardless of whether you know the person or they give you their consent. This includes activities such as sexual intercourse, masturbation or touching or exposure of sexual body parts.

Threatening and rude behaviour

Aggressive, confrontational or harassing behaviour is not allowed. Don’t use language, make gestures or take actions that could be disrespectful, threatening or inappropriate. For example, don’t share graphic images (such as those that are sexually explicit or depict physical violence) with others in the Turvy Community; this includes unsolicited sharing of such images through Turvy’s online support systems or in connection with a Turvy Platform experience. It is also a good idea to stay away from personal topics that can potentially be divisive, like religion and political beliefs.

Post-trip contact

Contact should end when the trip or delivery is complete unless it’s to return a lost item. Unwanted contact can be seen as harassment and includes, for example, texting, calling, social media contact, visiting or trying to visit someone in person after a trip or delivery has been completed. Do not share any unnecessary contact information.

Discrimination

You should always feel safe and welcome. That’s why we don’t tolerate discriminatory conduct or behaviour, including toward the Turvy Support team or at Greenlight Hubs. Do not discriminate against someone based on traits such as their age, colour, disability, gender identity, marital status, pregnancy, national origin, race, religion, sex, sexual orientation or any other characteristic protected under applicable law.

For example, it is unacceptable to:

* Refuse to provide services based on characteristics like a person’s age, colour, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, or any other characteristic protected under relevant law. Applicable laws in certain jurisdictions may require and/or allow the provision of services by and for the benefit of a specific category of persons. In such jurisdictions, services, as required or allowed by these laws and the relevant applicable terms, are permissible under these guidelines.
* Rate another user—whether drivers, riders based on these traits.
* Discriminate based on a rider’s destination or a recipient’s delivery location. We understand how important it is to fit driving or delivering around your life, rather than the other way around. It is not a violation of these guidelines to decline a trip or delivery because it does not work for you. But intentionally refusing or cancelling requests, or using features on the Turvy Platform to avoid receiving trip or delivery requests, solely to avoid a particular Community due to the characteristics of the people or businesses that are located in that area, is not allowed.

You can learn more about Turvy’s Non-Discrimination Policy [here](https://www.uber.com/legal/policies/non-discrimination-policy/en/).

We also want to help increase the transport and delivery options for people with disabilities. That’s why we have information available for drivers and riders on this topic. You can go [here](https://accessibility.uber.com/) to learn more about Turvy’s commitment to accessibility. Drivers using the Turvy Platform must comply with all relevant laws governing the transportation of riders with disabilities, including transporting service animals and assistive devices (such as wheelchairs).

Property damage

Damaging property is never allowed. Some examples include damaging the car or other mode of transportation requested through the Turvy Platform breaking or vandalising a phone or tablet, intentionally spilling food or drink, smoking in a car, damaging a merchant’s premises 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.

Help keep one another safe

Everyone has a role to play in helping to create a safe environment. That’s why we have standards on account sharing, account holder age and more.

Account sharing

Account sharing is not allowed. To use the Turvy Platform, you need to register and maintain an active account. Don’t let another person use your account, and never share your personal information used in connection with your account, including but not limited to username, password or photos of yourself, with anyone else to access the Turvy Platform. For example, unless delivery is allocated to a delegatee under our delegation policies, delivery people must complete all parts of the delivery themselves—including any handling after the order is picked up from the merchant up until final delivery—with no exception.

People under the age of 18

You must be 18 years or older to have a Turvy account. This means that you must be at least 18 years old to ride unaccompanied in a vehicle. Account-holders can’t request a ride or delivery for someone under the age of 18 who will not be accompanied by either the account holder or another adult during the ride or when collecting the delivery. These age limitations apply unless our local guidelines, terms, or other policies say otherwise.

If, as a driver, you notice at pick up that your rider looks under 18, you can decline the trip and report it to Turvy. Refusing or cancelling a trip on this basis will not impact your driver-partner rating.

Extra passengers and non-account riders

When driving with Turvy, no one other than the driver, the requesting rider and the rider's guests should be in the vehicle. These guidelines apply unless our local guidelines, terms, or other policies say otherwise. When riding with Turvy, the account holder is responsible for the behaviour of their entire party. If you request a ride for another adult even if you don’t know them, you’re held responsible for their behaviour during their trip.

Vehicle information

For an easy pickup, the Turvy Platform gives riders and recipients identifying information about drivers and their vehicles, including their licence plate number, vehicle make and model, profile picture and name. Inaccurate or outdated information creates confusion among riders and recipients and can diminish their experience using the Turvy  Platform.

Drivers must take trips using only approved vehicles. To provide accurate information, let us know your vehicle information and provide any updates to your documentation that may become invalid, like a driver’s licence that’s about to expire.

Seat belts

Seat belt use can be the most effective way to save lives and reduce injuries related to vehicle crashes. By law, every driver, and every rider—including those in the back seat—must always buckle up. Riders should request a vehicle that has enough seat belts for everyone in their party and not travel in large groups that exceed the number of seat belts in the vehicle. Drivers can decline a ride if there are not enough seat belts in their vehicle for every rider.

Use of dash cams that record video and/or audio

Depending on your local laws and regulations, drivers may choose to install and use a dashcam, which can be used to record rides and provide evidence to Turvy, law enforcement, or insurance companies if something goes wrong on a ride. Please note the following:

* Riders entering a rideshare vehicle with a dashcam may be concerned about how the video, their image, or conversations captured by a dashcam will be used. In some locations, local laws and regulations require that a rider provide consent to being recorded. Please check your local laws to understand your responsibilities.
* Drivers may submit recordings to Turvy at their discretion and subject to local laws and regulations. Turvy will review submitted footage and take all action consistent with the Community Guidelines and platform terms of use.
* Sharing or streaming a person’s image or audio or video recording on social media or in other digital or physical public locations is a violation of our Community Guidelines and may prompt further investigation by our safety team.

Be alert

Being out on the road means doing your part to help keep yourself and others safe. This means keeping your eyes on the road and being well-rested, so you can quickly react to any situation. The law requires you to drive safely and this includes assessing your level of fatigue before logging on, and throughout your driving time. Other activities you may have been doing during the day or night can contribute to fatigue. Remember, the only true preventative measure against fatigue is sleep. We review reports of crashes and potentially unsafe driving behaviour.

Proper maintenance and upkeep

According to the terms of their agreement with Turvy, drivers are expected to keep their vehicles maintained and in good operating condition, including but not limited to brakes, seat belts and tyres. This means maintaining their vehicle according to industry safety and maintenance standards, and monitoring for and repairing any parts that are recalled by the vehicle manufacturer.

If you are involved in a road accident, we may restrict your access to the Turvy app while we review whether the vehicle continues to meet roadworthiness requirements.

Share the road

Safe roads require people to practice safe behaviour, which includes looking out for all travellers, regardless of how they get around.

Public emergencies

Turvy may take additional measures to try to preserve the safety of our platform during public emergencies, including but not limited to natural disasters, public health emergencies and public crises.

For example, if Turvy receives notice from a public health authority that someone using the Turvy Platform may present a potential for public harm, we may temporarily block the individual’s account until it is reasonably safe to allow the individual to resume using the Turvy Platform. Similarly, we may prevent individuals in an entire city or region from using part or all of the Turvy Platform or impose other requirements to comply with guidance from authorities during a time of public health emergency, natural disaster or other public crisis, or when the continued availability of the Turvy Platform might present a danger.

Follow the law

We have standards based on applicable laws and regulations that everyone must follow. For example, using the Turvy Platform to commit any crime—such as transporting drugs, money laundering, committing drug or human trafficking or sexually exploiting children—or violating any other law is strictly prohibited.

Follow all laws

Everyone is responsible for knowing and obeying all applicable laws, including relevant health directions, airport rules and regulations when at the airport, and the rules of the road—including complying with traffic laws, signs and signals—at all times when using the Turvy  Platform.

All relevant licences, permits and any other legal documents required for drivers must be kept up to date. For example, all drivers are required by law to maintain a valid driver’s licence, insurance and vehicle registration. For ridesharing, this also includes meeting the applicable regulatory requirements for rideshare or for-hire drivers in your area. We review reports of crashes or traffic citations that may have happened during a trip, and other reports, including but not limited to those that may indicate poor, unsafe or distracted driving. Local rules about parking may limit where drivers and delivery people can park their vehicle when picking up orders, making deliveries or waiting for riders to arrive or to exit a vehicle. For example, stopping in bike lanes or blocking accessibility ramps may violate the law.

For riders, let your driver handle the driving. For example for riders, don’t touch the steering wheel, and don’t tamper with the gear stick or other knobs, buttons or components that are used to operate a vehicle. For riders, don't ask a driver to speed or make illegal stops, drop-offs or manoeuvres.

Car seats

Drivers and riders should comply with applicable laws when travelling with infants and small children. Where the use of a car seat is required by law, it’s the rider’s responsibility to provide and fit a suitable car seat, unless our local guidelines, terms or policies say otherwise. Children aged 12 and under should travel in the back seat.

When picking up riders travelling with small children, drivers can give them extra time to properly install a car seat before driving off. If a rider doesn’t have the appropriate car seat, if a driver is not comfortable with a rider installing one in their car, if a child does not appear to be within the height and weight safety requirements for the car seat, or if a driver otherwise feels that the child cannot be safely transported in the seat, the driver can cancel the ride.

Service animals and assistive devices

Drivers using the Driver app may not deny a ride to a rider with a service animal or assistive devices (such as a wheelchair or crutches) because of the service animal or assistive devices. Applicable laws generally prohibit drivers from denying service to riders because of their service animals or assistive devices, and from otherwise discriminating against riders with service animals or assistive devices. Knowingly refusing a rider a trip because of their service animal or assistive devices can result in losing access to the Turvy  Platform.

By law, a driver is only allowed to ask a rider two things about a service animal: if the animal is required because of a disability, and what work or task the animal has been trained to perform. By law, a driver can request documentation from a rider if a service animal is not easily identifiable as one. You can learn more about our service animal policy [here](https://www.uber.com/en-AU/legal/policies/service-animal-policy/au/).

Drugs and alcohol

Drug use and open containers of alcohol are never allowed while using the Turvy  Platform.

If you’re a driver, by law you cannot drive while intoxicated. The law prohibits driving while under the influence of alcohol, drugs or any other substance that impairs your ability to safely operate a vehicle. If you encounter a rider who is too drunk or rowdy, you have the right to decline the trip for your safety.

If you’re a rider and you have reason to believe your driver may be under the influence of drugs or alcohol, ask the driver to end the trip immediately. Then exit the car and call 000 or 111. Once you have left the vehicle, please also report your experience to Turvy on +61 417 691 066 or by messaging.

Weapons ban

Riders and their guests, as well as drivers, are prohibited from carrying weapons while using the Turvy Platform, to the extent permitted by applicable law. In addition, you can learn more about our global Firearms Prohibition Policy [here](https://www.uber.com/legal/en/document/?name=firearms-prohibition-policy&country=australia&lang=en).

Fraud

Deception can weaken trust and also be dangerous. Intentionally falsifying information or assuming someone else’s identity, for example when signing in or undergoing a security check, isn’t allowed. It is important to provide accurate information when reporting incidents, creating and accessing your Turvy accounts, disputing charges or fees, and requesting credits. Only request fees or refunds that you’re entitled to, and use offers and promotions only as intended. Don’t knowingly complete invalid transactions.

Fraudulent activity may also include, but not be limited to: deliberately increasing the time or distance of a trip for fraudulent purposes or otherwise; accepting trip without the intention to complete, including provoking riders to cancel for fraudulent purposes; creating dummy accounts for fraudulent purposes; claiming fraudulent fees or charges, like false cleaning fees; intentionally requesting, accepting or completing fraudulent or falsified trips; actions intended to disrupt or manipulate the normal functioning of the Turvy Platform, including manipulating the settings on a phone to prevent the proper functioning of the platform and the GPS; abusing promotions and/or not using them for their intended purpose; disputing charges for fraudulent or illegitimate reasons; creating improper duplicate accounts; or falsifying documents, records or other data for fraudulent purposes.

Street hails and off-platform pickups

To enhance the safety of each experience, off-app pickups are prohibited. The law also prohibits street hails or touting while using the Turvy Platform, so never solicit or accept payment outside the Turvy Platform. Riders should not pay for trips in cash, and riders should not request trips from drivers outside of the Turvy  Platform.

Other unacceptable activities

Never use Turvy’s trademark or intellectual property without permission. If it’s required under local law to display Turvy-branded items, drivers should only use Turvy-branded items that are obtained from Turvy. Drivers should not display Turvy-branded items when they are not accessing the platform. Drivers should also return Turvy-branded items to Turvy if they lose access to the platform. The use of unauthorised or third-party items—such as lights, placards, signs, or similar items bearing Turvy’s name or trademark—may confuse riders or recipients.

Your feedback matters

If something happens, whether it’s good or bad, we make it easy for you to tell us. Our team is continuously improving our standards, and your feedback is important to keep our standards relevant as our technology evolves. Please rate your experience at the end of each trip. Honest feedback helps ensure that everyone is accountable for their behaviour. This accountability helps create a respectful, safe environment. And if something happens—such as a traffic accident—and you want to report it, you can tap Help in the app or visit [help.Turvy.com](https://help.uber.com/) so that our Support team can follow up. In case of an emergency or if you find yourself in immediate danger, alert your local authorities or emergency services before notifying Turvy.

Ratings

Drivers and riders can give and receive ratings, as well as give feedback on how the trip went. This feedback system improves accountability and helps create a respectful, safe and transparent environment for everyone. Drivers and Riders can see their current rating in the app. Riders can see their rating displayed under their name by opening the app and touching the menu.

There is a minimum average rating in each city. This is because there may be cultural differences in the way people in different cities rate each other. Drivers and riders that don’t meet the minimum average rating for their city may lose access to all or part of the Turvy Platform. If your rating is approaching this limit, we will let you know and may share information that may help you improve your rating.

If you’re looking to keep your average rating high, it’s helpful to be courteous and respectful to all people while using the Turvy Platform and interacting with others in the Turvy Community. Drivers using the Turvy Platform typically provide excellent service to their riders, and most riders are courteous and respectful, so most trips run smoothly. Contacting Support will not lead to an individual rating being removed. We know that sometimes a trip doesn’t go well–that’s why your rating is an average rating.

If you’re a driver and you lose access to your Turvy account for low ratings, you may have the opportunity to get back on the road if you meet eligibility requirements and provide proof that you’ve successfully taken a quality improvement course offered by third-party experts. Check with the Turvy Support team or go to [help.Turvy.com](https://help.uber.com/) to find out more.

Trip acceptance

If you’re a driver and you don’t want to accept trip requests, you can just go offline or log off. This helps keep the system running smoothly for everyone.

For drivers, if you consistently decline consecutive trip requests, our technology may assume you do not want to accept more trips or have forgotten to log out, and you may be temporarily logged out. However, you are free to log back in whenever you wish to begin confirming availability for trips again.

How Turvy enforces our guidelines

Losing access to the Turvy Platform may be disruptive to your life. That’s why we believe it is important to have clear standards that explain the circumstances in which you may lose access to the Turvy Platform. If you violate any applicable terms of your contractual agreement with Turvy, or any other applicable policies, any one of these Community Guidelines or any additional policies and standards that are communicated by Turvy to you from time to time, you can lose access to all or part of the Turvy Platform. If you have more than one Turvy account, such as a rider account and a driver account, violating the Community Guidelines could also lead you to lose access to all Turvy accounts. If you believe an error caused you to lose access to your account, you may contact the Turvy Support team.

Turvy receives feedback through a variety of channels, reviews reports submitted to our Support team that may violate our Community Guidelines, and may investigate through a specialised team. If we are made aware of potentially problematic behaviour, we may contact you so we can look into it. We may, at our sole discretion, put a hold on your account or turn your account inactive until our review is complete.

Not following any one of our guidelines may result in the loss of access to all or part of the Turvy Platform. This can include reported violations of our Community Guidelines and certain actions you may take outside of the Turvy Platform, including but not limited to other platforms if we determine that those actions threaten the safety of the Turvy Community, our employees and contractors or cause harm to Turvy’s brand, reputation or business. And if the issues raised are serious or a repeat report, or you refuse to cooperate, you may lose access to the Turvy Platform. Any behaviour involving violence, sexual misconduct, harassment, fraud or discrimination, or deceptive, illegal or unsafe activity, while using the Turvy Platform can result in the immediate loss of access to the Turvy Platform. Additionally, when law enforcement is involved, we will cooperate with their investigation under our [Guidelines](https://www.uber.com/legal/data-requests/guidelines-for-law-enforcement-outside-the-united-states/en/)for Law Enforcement Authorities, found [here](https://www.uber.com/legal/en/document/?name=guidelines-for-law-enforcement&country=australia&lang=en-gb).

Many states, cities, and airports regulate the provision of certain services, including ridesharing services, on the Turvy Platform. If we determine that your driver account is not in compliance with applicable regulatory requirements, we may be required to remove your access to the Turvy  Platform.

Lastly, all drivers wanting to use the Turvy Platform undergo a screening process, including motor vehicle records and background checks. A driver will lose access to their Turvy account(s) if a routine motor vehicle record check, background check or other check uncovers a violation of Turvy’s Community Guidelines or other criteria required by local regulators.

To read more about our Community Guidelines, go [here](https://www.uber.com/communityguidelines/).

Riders and Turvy Eat users can access Terms of Use for Australia [here](https://www.uber.com/legal/terms/au/)[and New Zealand](https://www.uber.com/legal/terms/us/)[here](https://www.uber.com/legal/terms/nz/)[.](https://jump.com/terms) Partners can access their legal agreement with Turvy [here](https://partners.uber.com/).