

Dasher Best Practices & Safety Guidelines

Dasher Operations Team

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1. Professional Conduct

As an independent contractor providing services on the platform, maintaining a high standard of professionalism is key. This includes being courteous to merchants and customers, handling all orders with care to prevent spills or damage, and ensuring timely communication through the Dasher app.

2. On-the-Road Safety

Your safety is a top priority. Always adhere to local traffic laws and regulations. Avoid using your mobile phone for non-hands-free activities while operating a vehicle. It is recommended to find a safe place to pull over before reviewing order details or communicating with a customer.

3. Handling Problem Orders

- **Closed Merchants:** If a store is closed upon arrival, please do not attempt to contact the merchant directly. Use the Dasher app to report the store as closed. You will be compensated for the time spent.
- **Unavailable Customers:** If a customer is not available to receive their order, follow the in-app prompts. This usually involves waiting for a set timer to expire and then following the instructions for order disposal. Do not leave an order unattended unless explicitly instructed to do so by the customer through the app.

4. Red Card Usage Policy

The Red Card is the primary method for paying for orders that are not prepaid.

- Under no circumstances should a Dasher use their own personal funds (cash or credit card) to pay for a customer's order. The platform will not reimburse payments made outside of the Red Card system.
- If your Red Card is declined, please follow the troubleshooting steps provided within the Dasher application. Do not attempt to pay with another method.