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Accessibility at Uber

Service Animal Policy (U.S.)

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State and federal law prohibit driver-partners using the Uber Driver App from denying service to riders with service animals because of the service animals, and from otherwise discriminating against riders with service animals. As explained in Uber's Non-Discrimination Policy, driver-partners who engage in discriminatory conduct in violation of this legal obligation will lose their ability to use the Driver App.

What is a Service Animal?

A service animal is an animal that is trained to work or perform tasks for an individual with a disability.

The law provides that there are only two questions that a driver-partner may ask to confirm that a rider's animal is a service animal: (1) Is the animal required because of a disability? And, (2) What work or task has the animal been trained to perform? The driver-partner may not request that the rider present documentation proving that the rider's animal is a service animal.

There is no requirement that a service animal wear a tag, be registered, or display any kind of proof that it is a service animal.

Legal Obligations of Driver-Partners

Driver-partners have a legal obligation to provide service to riders with service animals.

A driver-partner CANNOT lawfully deny service to riders with service animals because of allergies, religious objections, or a generalized fear of animals.

By virtue of their written Technology Services Agreement with Uber, all driver-partners using the Driver App have been made aware of their legal obligation to provide service to riders with service animals and have agreed to comply with the law. If a driver-partner refuses to transport a rider with a service animal because of the service animal, the driver-partner is in violation of the law and is in breach of their agreement with Uber.

Consequences for Refusal to Transport a Rider with a Service

Animal

If Uber determines that a driver-partner knowingly refused to transport a rider with a service animal because of the service animal, the driver-partner will be permanently prevented from using the Driver App. Uber shall make this determination in its sole discretion following a review of the incident.

If Uber receives plausible complaints on more than one occasion from riders that a particular driver-partner refused to transport a rider with a service animal, that driver-partner will be permanently prevented from using the Driver App, regardless of the justification offered by the driver-partner.

How to Report a Service Animal Complaint

If a rider has an issue related to his or her service animal—including issues regarding ride cancellations, harassment, or improper cleaning fees—the rider can report the issue to Uber.

Once a rider submits a service animal complaint, Uber's specialized support team will investigate the issue and take appropriate action in accordance with Uber's Technology Services Agreement and this Service Animal Policy. Uber's specialized support team will then make a reasonable and good faith effort to notify the rider within a week of the outcome of the investigation and the actions taken.

To file a complaint from the Uber Rider App, navigate to the "I Want To Report A Service Animal Issue" complaint

screen, which is available through both the trip details screen and the account menu button.

To file a complaint from the Uber website, select the “[I Want To Report A Service Animal Issue](#)” link here or through the “Help” link on the Uber website.

Rights of Riders with Service Animals

Riders cannot be denied service because they travel with a service animal. A rider will be refunded any trip cancellation charges or other charges imposed because a driver-partner denied a Rider service because of a service animal.

Riders will be informed by Uber of what action Uber takes in response to their complaint about discrimination on the basis of a service animal, including whether Uber has terminated its contract with the driver-partner involved.

A rider will be provided an account credit of \$25 for each instance in which a driver-partner’s contractual relationship with Uber is terminated as the result of a report that the driver-partner refused to transport the rider because of a service animal.

Cleaning Fees

Riders cannot be charged cleaning fees for shedding by their service animals. Riders will be refunded any cleaning fees charged for shedding by their service animals.

A rider will not be charged for the first or second reported mess involving a service animal’s bodily fluids. A rider can be charged for the third reported mess involving a service animal’s bodily fluids. The rider may contest that such a

mess occurred by responding to the fee notification email to notify customer support. If a rider contests the cleaning fee, Uber will make a reasonable good faith effort to determine whether a mess occurred.



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