

# PROHIBITED ACTIVITIES

All Drivers are required to comply with the following rules concerning additional prohibited activities. Failure to comply with these rules may result in the suspension or removal of a Driver's Account from the YayYo Platform.

## **Accommodation of Guests with Disabilities**

In accordance with local, state and federal law, a Driver cannot refuse services to Users who require the transport of a service animal or on the basis of a User's disability to the extent the Driver can accommodate the User's disability without undue burden. All Drivers are required to comply with all applicable laws regarding individuals with disabilities or service animals. A Driver may offer special vehicle services to wheelchairs. Within the YayYo Platforms, Drivers can select eligibility to transport wheelchairs if their vehicles are wheelchair accessible. These services must comply with all state and federal safety laws. If for any reason a Driver cannot accommodate a person with a disability or service animal, the Driver should immediately contact the YayYo emergency line so other accommodations can be made as quickly as possible.

## **Discrimination**

YayYo has zero tolerance for unlawful discrimination against any User or potential User. This includes discrimination based on the following factors:

- Race
- Color
- National origin
- Religion
- Marital status
- Gender identity
- Physical or mental disability or medical condition
- Age (over the age of 40 years)
- Sexual orientation
- Any other basis protected by state, local and/or federal law

To the extent a User who identifies as a male requests a ride from a Driver with the use of the YayYo Platform, alternative transportation will promptly be provided to such User through another transportation network company. Should a Driver feel unsafe about picking up a User passenger the Driver may refuse to do so. If you choose to refuse a User, proceed to a safe location and contact YayYo immediately so the passenger can be assisted as soon as possible.

### **Drug and Alcohol Use**

Consistent with CPUC rules, YayYo has zero tolerance for the use or transportation of drugs, smoking of any kind (including e-cigarettes) and alcohol, including the misuse of prescription drugs, while Drivers are providing services to Users with the use of the YayYo Platform. For User safety, the App includes a phone number and email to report any YayYo suspected to be under the influence of drugs or alcohol. In the event a Driver is suspected of driving while under the influence of drugs and/or alcohol, the Driver will be immediately suspended from using the YayYo Platform until further investigation, which can result in the removal of the Driver's Account from the YayYo Platform.

### **Firearms and Weapons**

YayYo has zero tolerance for the presence of illegal firearms or other illegal weapons in the vehicle while the Driver is providing services to Users with the use of the YayYo Platform.

### **Improper Use of Promotional Codes**

YayYo may create or distribute promotional codes as deemed appropriate by YayYo. Promotional codes are used for ridesharing credit or other benefits on the YayYo Platform or relevant third-party technology platforms or apps. A Driver may not promote, duplicate, sell or transfer promotional codes in any way unless she has the expressed permission of YayYo. Promotional codes used by Users must be use lawfully and by the intended audience for the intended purpose. Promotional codes are never valid for cash and may expire. A Driver cannot accept expired coupons. If YayYo finds misuse in promotional codes, YayYo may remove account credits or features related to the promotional codes. Driver Accounts may be subject to suspension or removal from the YayYo Platform for misuse of promotional codes.

## **Fraud**

YayYo has zero tolerance for the attempt or involvement in fraudulent activity including but not limited to:

- Falsification of ride distance or route
- Charging false User cleaning fees
- Posting false, mislead, inaccurate, or illegal information on the YayYo Platform
- Accepting a ride request without any intention of picking up the User
- Encouraging a passenger to request future rides without using the YayYo Platform
- Impersonation of another person or entity
- Seeking or receiving User contact information for any reason from the User, such as phone number or email
- Operating with the intent for human trafficking
- Infringement on rights and freedoms of Users passengers
- Inference, forgery, or corruption of the platform, software, profiles, or files including the use of robots to access data
- Transferring, selling, leasing, or renting a Driver's Account
- Using the YayYo platform to cause property damage
- Violation of any local, state, or federal law

## **Texting and Other Use of Phones While Driving**

As required by applicable law, Drivers must have a hands-free mobile device while using the YayYo Platform. YayYo has a zero tolerance for text messaging, operation of phones without a hands-free device or personal phone calls while a vehicle is moving. Drivers may never text while driving. In the event of an emergency phone call, a Driver must find a safe place to stop the vehicle before placing or accepting the phone call.

**Inappropriate Conduct**

YayYo wants both Drivers and Users to feel safe and respected. YayYo does not tolerate any inappropriate or unprofessional behavior. Drivers and Users are held to the YayYo standards of conduct including but not limited to: (i) respect of personal boundaries and space; (ii) refraining from inappropriate or unwarranted touching of persons or possessions; and (iii) belligerent behavior.

YayYo expects all Guests and Drivers to show each other respect at all times. If a Driver believes a User is in violation of these standards of conduct, the Driver should report the Guest to YayYo. If a Driver is reported to have violated of these standards of conduct, the Driver's Account may be subject to suspension or removal from the YayYo Platform.

**Excluded Guests**

A YayYo Driver may not accept a rideshare from a User under the age of 18, a User who has misrepresented themselves on their account identifying information, a User attempting to transport illegal items or a User attempting to transport hazardous materials.