

ZERO TOLERANCE POLICY

YayYo does not tolerate the use or influence of drugs or alcohol by drivers while using the YayYo ride share platform.

In the event that a driver is believed to be under the influence of drugs or alcohol, passengers are directed to contact us at the YayYo Hotline and to contact the Consumer Intake Unit, both of which can be contacted through our website and app.

When a driver is suspected of driving under the influence of drugs or alcohol, our support team maintains the right to immediately turn off driving privileges for the accused driver while the situation is being investigated. The support team will investigate the matter thoroughly and if it is deemed that the driver was under the influence of drugs or alcohol, the driver will no longer be able to drive for YayYo. Passengers will be provided access to the HOTLINE within the mobile application and website. They will be directed to call the YayYo HOTLINE and the Consumer's Intake Unit if they experience a Zero Tolerance Activity through our website and mobile app:

YAYYO HOTLINE: 1- 888-33Y-AYYO or email support@yayyo.com

Consumer Intake Unit for passenger carrier complaints: (800) 894-9444 or email CIU_intake@cpuc.ca.gov through our website and mobile app.