



## **Service Animal Policy**

State and federal law prohibit drivers providing transportation services arranged through the Lyft App from denying service to riders with service animals because of the service animals, and from otherwise discriminating against riders with service animals. Drivers who engage in discriminatory conduct in violation of this legal obligation will lose access to the Lyft platform.

### **I. 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. There are many types of service animals. Most service animals are dogs. Common types of service animals include guide dogs, which help blind people travel, and signal dogs, which alert deaf people to relevant sounds. 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.

### **II. Legal obligations of drivers**

Drivers have a legal obligation to transport Riders with Service Animals with no exception for allergies, religious objections, fear of Service Animals, or any other reason not expressly authorized by the ADA. If a driver refuses to drive a rider with a service animal because of the service animal, the driver is in violation of the law and the Lyft Terms of Service to which the driver has agreed.

The driver may not request that the rider present documentation proving that the rider's animal is a service animal. The law provides that there are only two questions that a driver 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?

### **III. Consequences for drivers who unlawfully refuse to transport riders with service animals**

If Lyft determines that a driver knowingly refused to transport a rider with a service animal because of the service animal, the driver will be permanently removed from the Lyft platform and prohibited from providing transportation arranged through the Lyft platform.

If Lyft receives Service Animal Complaints that plausibly allege more than one instance where a Driver either (a) refused to transport a Rider with a Service Animal because of the presence of a Service Animal, or (b) threatened, harassed, ridiculed, provided inferior service, or

was antagonistic to a Rider or another person in the Rider's party because of the presence of a Service Animal, that driver will be permanently removed from the Lyft platform.

#### **IV. Reporting service animal complaints**

Riders may report service animal issues, including denials of transportation services, harassment, other mistreatment, or improper cleaning fees, to Lyft. Complaints may be filed in writing or by calling the Service Animal Complaint Hotline at [1-844-554-1297](tel:1-844-554-1297). To submit a complaint in writing through the Lyft app: click on "Help" under the main menu; click on the "Service Animal" link; click on the "report a service animal issue" button. A link to the complaint form is also available here <https://help.lyft.com/hc/en-us/requests/new> and on the Service Animal page <https://help.lyft.com/hc/en-us/articles/214589657-Service-Animal-Policy>.

Lyft will investigate service animal complaints and will take appropriate action in accordance with Lyft's Terms of Service and this service animal policy. Lyft will notify the rider within two weeks of the date of the complaint about the outcome of the investigation and the actions that Lyft has or will take to resolve the complaint.

#### **V. Rights of riders with service animals**

A rider cannot be denied service because he or she travels with a service animal. A rider will be refunded any trip cancellation charges or other charges imposed because a driver denied a rider service because of a service animal.

Riders will be informed by Lyft of what action Lyft takes in response to their complaints about discrimination on the basis of a service animal, including whether Lyft has ended its business relationship with the driver involved.

Lyft will provide each rider who submits a plausible service animal complaint concerning discriminatory treatment by a driver on the Lyft platform in the United States with an account credit of no less than \$5 for use on the Lyft platform.

Lyft has prepared a User Guide

[https://lyft-assets.s3.amazonaws.com/helpcenter/Policies/service\\_animal\\_user\\_guide.pdf](https://lyft-assets.s3.amazonaws.com/helpcenter/Policies/service_animal_user_guide.pdf)

pdf that provides step-by-step guidance for using Lyft when traveling with a service animal. Lyft has also prepared a one-page [https://lyft-assets.s3.amazonaws.com/helpcenter/Policies/service\\_animal\\_rider\\_pamphlet.pdf](https://lyft-assets.s3.amazonaws.com/helpcenter/Policies/service_animal_rider_pamphlet.pdf) pamphlet describing the rights of riders with service animals to access transportation arranged through the Lyft app.

#### **VI. 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 can be charged a cleaning fee if a driver provides compelling photographic evidence showing that a service animal in the rider's party urinated, defecated, or vomited in the driver's vehicle. The rider may contest that such a mess occurred. If a rider contests a cleaning fee, Lyft will evaluate the dispute and will determine within two weeks whether to refund the cleaning fee. Lyft will provide the rider with a written explanation of its decision if requested by the rider.

