

ZuzuRide Community Agreement

Last updated: June 6, 2025

Version: 1.0

1. Our Shared Principles

1. **Respect & Courtesy** – treat every rider and driver with politeness, patience, and inclusivity.
 2. **Safety First** – obey traffic laws, wear seat belts, and keep vehicles road-worthy.
 3. **Transparent Communication** – confirm meeting points, timing, and preferences (music, breaks, pets) before the ride.
 4. **Fair Compensation** – fares never exceed the CRA mileage cap; platform fees are disclosed up-front.
 5. **Environmental Responsibility** – carpool to reduce congestion and carbon footprint.
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2. Driver Responsibilities

- **Punctuality** – arrive at the agreed pickup spot within ± 10 minutes.
 - **Vehicle Standards** – clean, smoke-free, mechanically sound, with seat belts for every passenger.
 - **Preference Disclosure** – set music, pet, and conversation preferences in your profile.
 - **No Hidden Charges** – collect only the fare shown in-app; cash surcharges are prohibited.
 - **Cancellations** – cancel in-app asap; repeated last-minute cancellations may suspend posting privileges.
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3. Rider Responsibilities

- **Show Up on Time** – be at the pickup point ± 10 minutes of departure.

- **Respect the Space** – no smoking, strong scents, or messy food without driver consent.
 - **Payment** – pay through ZuzuRide only; no off-platform deals.
 - **Profile Accuracy** – use real name/photo; disclose pets or bulky luggage in advance.
 - **Cancellations** – cancel early (>24 h) to avoid losing the platform fee.
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4. Joint Etiquette & Preferences

Topic	Default	How to Change
Music	Driver chooses playlist; volume moderate	Agree in chat or set preference
Pets	No pets unless driver sets “Pets OK”	Riders must request in advance
Breaks	Non-stop unless agreed	Message driver before trip
Conversation	Friendly & respectful	Driver can indicate “Quiet Ride”

5. Prohibited Conduct

- Discrimination, harassment, or hate speech
 - Alcohol or drug use in vehicle
 - Weapons or illegal substances
 - Soliciting off-platform payments
 - Repeated no-shows or last-minute cancellations
 - Any activity that violates Canadian traffic laws
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6. Disputes & Resolution

1. **In-App Chat First** – clarify issues politely.
2. **Report** – use the Support@zuzuride.com e-mail within 24 h.

3. **Mediation** – ZuzuRide Support may refund, suspend, or ban accounts after review.
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7. Enforcement

- **Warnings** for minor first-time breaches.
 - **Temporary Suspension** for repeat infractions or safety issues.
 - **Permanent Ban** for fraud, violence, or illegal activity.
 - **Law Enforcement Referral** where required.
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By booking or posting a ride, you agree to abide by this Community Agreement. Help us keep carpooling safe, fair, and respectful for everyone on the road.