



## Random Driver Tips

- You MUST wait 5 minutes at pick-up location AND call passenger to collect a cancellation fee of \$5
- If passenger is more than 10 minutes away, call before starting drive to pick them up. This decreases chance of cancellation and if canceled by passenger after 5 minutes, \$5 cancellation fee applies
- Some shore towns; ask passengers to sit in the front seat
- Children under 2 years old MUST be in a car seat (Cancel ride if parent doesn't provide)
- Children between 2 and 8 years old MUST be in a booster seat (Cancel ride if parent doesn't provide)
- You are only allowed to take as many passengers as you have seatbelts (Cancel if passenger insists on fitting more)
  - Lyft: 4 passengers
  - LyftPlus: 6 passengers
  - LyftLine: 2 passengers per pick-up/2 pick-ups max

## Lyft Rating System

**\*\*\* ALWAYS LEAVE A COMMENT WITH EVERY RATING \*\*\***

Lyft Rating system is based on a 1 through 5 star rating. It is important that you rate honestly and deservedly because as you rate the passenger.... The passenger rates you!

### 5 Star Rating Examples

- Passenger was pleasant and respectful of your vehicle and time.
- Passenger was prepared to enter the car within 5 minutes of your arrival
- You enjoyed your experience with the passenger and would be pleased to provide a safe and reliable ride in the future

### 4 Star Rating Examples

- Passenger and yourself had no major issues but did not meet all the above 5 star expectations

### 3 Star Rating Examples (**Passenger will not be matched with you again!**)

- Passenger was rude and wait time was increased substantially
- You did not feel comfortable with the passenger and prefer not to interact in the future

### 2 Star Rating Examples (**Passenger will not be matched with you again!**)

- Passenger may have been late to arrive on pick-up
- Passenger may have left trash or minor damage to your vehicle

### 1 Star Rating Example (**Passenger will not be matched with you again!**)

- Violence
- Harassment
- Vehicle Damage