



## **Zero-tolerance drug and alcohol policy**

Vibe Rides has a zero-tolerance drug and alcohol policy for drivers.

### **Reporting zero-tolerance concerns**

If you suspect that a driver is under the influence of drugs or alcohol, call the authorities by dialing 911 or your local non-emergency assistance line if necessary.

#### **Contact Safety Team**

A concern doesn't need to be real-time to warrant reporting through this channel. The 24/7 line is available for any reports relating to safety during a ride.

For non-critical or general zero-tolerance inquiries, you can also submit a ticket to our Support Team by contacting support at [www.viberides.com](http://www.viberides.com)

Independent Drivers with any amount of intoxication are prohibited from logging in and using the Vibe Rides Driver app.

Any report of a suspected intoxication of an independent driver will result in a review of the incident and temporary deactivation of the independent driver app while under review. Confirmed violations may result in permanent loss of an independent drivers access to their Vibe Rides Driver app.

Any complaint about a suspected violation of the Zero Tolerance Policy, should be made immediately by emailing at [support@viberides.com](mailto:support@viberides.com) or calling our 24/7/365 support: Phone: 832-464-8600

### **Riders**

Be sure to toss that adult beverage before your driver arrives. Open containers are not allowed in the car, and turning a blind eye to them can result in deactivation from our platform.