

UBER's Service Animal and Assistive Device Policy (United States)

Service Animals

State and federal law generally prohibit transportation providers from denying service to riders because of their service animals, and from otherwise discriminating against riders with service animals. For this reason, and because it's the right thing to do, Uber's policy also prohibits drivers who use the Uber Driver App from denying service to a rider because of the rider's service animal. There are no exceptions to this policy due to allergies, religious objections, or a generalized fear of animals. As explained in Uber's [Community Guidelines](#), drivers who engage in discriminatory conduct in violation of Uber's policy may lose their ability to use the Driver App. Uber will make this determination in its sole discretion following a review of the incident.

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.

If a driver is not sure if a rider's animal is a service animal, you can always ask if it is a service animal, and what tasks the animal is trained to perform.

Consistent with legal requirements, service animals are not required to wear a tag, be registered, or display any kind of proof that it is a service animal. Riders are not required to provide documentation to drivers.

How to Report a Service Animal Complaint

If a rider has an issue related to his or her service animal—including issues regarding ride cancellations, harassment, or improper cleaning fees—Uber requests that the rider please report the issue to Uber.

To file a report from the Uber Rider App, navigate to the “I Want To Report A Service Animal Issue” screen, which is available through both the trip details screen and the account menu button.

To file a report from the Uber website, select the “I Want To Report A Service Animal Issue” link [here](#) or through the “Help” link on the Uber website.

Please do not call the Critical Safety Line to report a service animal issue, unless at the time of your call you are in an acute incident threatening your safety or the safety of others. The Critical Safety Line is not for reporting past service denials.

Once a rider submits a service animal report, Uber’s specialized support team endeavors to investigate each and every complaint and take appropriate action in accordance with Uber’s Platform Access Agreement and this Service Animal Policy.

We investigate and take action against false claims. Our teams proactively monitor the platform for fraud, and we are continuously implementing new processes and technology to identify and prevent fraudulent activity. Any report we find to be related to fraud would not affect a driver’s account.

Cleaning Fees

Riders with service animals are not required to pay cleaning fees for hair or shedding from a rider's service animal, and drivers are not entitled to such fees. If you are a rider with a service animal, and you are charged a cleaning fee for your service animal's hair or shedding, you may be eligible for a refund. Please let us know, and we will process your request according to our [Rider Refund Policy](#).

Assistive Devices

The law generally prohibits transportation providers from denying service to a person with a disability who can get into the vehicle on their own, and also prohibits transportation providers from refusing to assist with the stowing of assistive devices, like folding wheelchairs, walkers, crutches, and canes, as they would any other luggage. For this reason, and because it’s the right thing to do, Uber’s policy prohibits drivers who use the Uber Driver App from refusing service to a rider with a disability who can get into the vehicle on their own and from refusing to assist with stowing assistive devices like folding wheelchairs, crutches, canes and walkers.

How to Report an Assistive Device Issue

If a rider has an issue related to his or her assistive device—including ride cancellations or harassment—Uber requests that the rider please report the issue to Uber.

To file a report from the Uber Rider App, navigate to the “I Want To Report A Wheelchair or Assistive Device Issue” screen, which is available through the account menu button under Help > Accessibility.

To file a report from the Uber website, go to the “I want to report a wheelchair or assistive device issue” link [here](#) or through the “Help” link on the Uber website.