

User Code of Conduct

Campus Connect wants their service to provide a safe and valued service for students and their guests while getting around campus. Accordingly, please familiarize yourself with the following expectations and rules for users accessing the Campus Connect services. ***Failure to abide by these expectations and rules can result in the suspension of your user account:***

1. **Be respectful.** Fellow riders and your driver should be treated respectfully at all times. Speak to other riders and your driver in a respectful tone and manner. Making comments or gestures that are disrespectful, aggressive, sexual or discriminatory are strictly forbidden. In addition, please clean up after yourself. Do not leave items of trash or other materials in the vehicle at the end of your ride. Take all personal items with you.
2. **Safety first.** Whether you are riding in the front seat or back seats of a vehicle, seat belts must be worn at all times.
3. **Rides are limited to the campus only.** The Campus Connect service arranges transportation around designated college and university campuses only. Do not ask a driver to take you to off-campus locations.
4. **Physical contact.** Please respect the personal space of other riders and your driver. You should not touch or flirt with the driver or other riders in the vehicle. Sexual conduct with the driver or a fellow rider is not allowed. Physical violence or threats of physical violence will not be tolerated.
5. **Damage to property.** Destruction or damage to the driver's vehicle or the property of other riders will result in additional charges being assessed to your user account. Cleaning fees will be assessed for spills of liquids or in the event of vomiting or other illness during the ride.
6. **We have a zero tolerance harassment policy.** Riders may not engage in any harassing, demeaning, threatening or abusive language or conduct towards the driver or other riders.
7. **Distracting behavior.** While it is OK to have conversations with other riders or to use your phone during the ride, please do not engage in behavior that could cause a distraction for the driver. No shouting at the driver or other riders or rowdy behavior is allowed.
8. **Supervise underage passengers.** Riders under the age of 18 must be accompanied by a registered Campus Connect user who is over the age of 18.
9. **Abide by all applicable laws.** Riders should not engage in any illegal behavior (such as drugs or underage drinking) while in a vehicle. Riders may also not exceed the maximum number of passengers permitted for the driver's vehicle. Trash or other items may not be thrown out of any vehicle windows while the vehicle is moving.
10. **Firearms are strictly prohibited.** Riders are strictly prohibited from carrying firearms in a vehicle while using the Campus Connect app.

If we are made aware of any violations of these rules and expectations, we may contact you so we can investigate them. Depending on the nature of the concern, we may put a hold on your account during our investigation. If the issues raised are serious or a repeat offense, or you refuse to cooperate, you may lose access to your Campus Connect account. Any behavior involving violence, sexual misconduct, harassment, discrimination, or illegal activity while using Campus Connect can result in the immediate loss of access to your account. Additionally, when law enforcement is involved, we will cooperate with their investigation in accordance with our *Terms of Use*.

As a rider, you agree to our *Terms of Use* when you sign up for your account, which includes the *User Code of Conduct*. We may take action against you for violating these terms, including permanently closing your account.