



To the Lyft community:

At Lyft, we believe everyone has the right to get a safe ride *and* have a great experience. This applies to everyone, including passengers with service animals.

Service animals are working animals, not pets. Service animals undergo extensive training to assist individuals with disabilities. They help blind people travel, alert deaf people to sounds, protect persons who are having a seizure, and perform many other tasks to help individuals with disabilities.

Lyft's Service Animal Policy is simple: ***it's always "yes."*** Drivers on the Lyft platform may not deny service or otherwise discriminate against riders because they are accompanied by a service animal.

- ***No exceptions.*** A driver may not deny service to riders with service animals.
- ***No excuses.*** A driver may not deny service because of allergies, religious objections, or even a fear of animals.
- ***No fees.*** Riders will not be assessed any extra fees or charges because of their service animals.

You can read more about our Service Animal Policy here. https://lyft-assets.s3.amazonaws.com/helpcenter/Policies/service_animal_policy.pdf

If you a rider with a service animal and believe you were denied a ride or discriminated against because of your service animal, please let us know by contacting the Service Animal Hotline, **1-844-554-1297**. We will investigate your complaint and let you know the outcome of the investigation. If we find that you were denied a ride or discriminated against because of your service animal, the driver will lose access to the Lyft platform.

Laura Copeland
Lyft, Inc. Head of Community