

Colorado Deactivation Policy

Understanding why drivers and delivery people can lose access to their accounts

On this page, you'll find information about the most common reasons why drivers and delivery people may lose access to their accounts, how to avoid it, and what to do if it happens to you.

Our commitment to drivers and delivery people

We're strongly motivated to keep access to the Uber platform open and to help drivers and delivery people get online when they want to work. Losing account access doesn't happen often, but when it does, we know it can be frustrating.

It's our responsibility to ensure that our processes are fair, accurate, and transparent—and that drivers and delivery people trust that we're doing the right thing. That's why we've developed the following principles to guide us:

1. Drivers and delivery people should be aware of the behaviors that can put their access at risk.
2. Drivers and delivery people who have been using the platform for years have built trust with their customers and Uber. Uber may consider time on the platform and number of trips in decisions around access, except for serious incidents.
3. If any loss of access occurs, Uber will make every effort to be clear, empathetic, and consistent in our communications and specific and transparent about the reasons behind our decision, except where doing so poses a risk to other users.
4. Outside of the most serious cases, drivers and delivery people should have the ability to request a review of any decision that removes access for more than 7 days and can't be resolved by the driver or delivery person on their own.
5. Uber should take a consistent approach to creating, reviewing, and changing account deactivation and review standards.

Our account review process

Human involvement

While data and technology are useful tools for improving the safety and security of the Uber platform, manual reviews will always play a role in helping to make sure drivers and delivery people are treated fairly and that their accounts aren't affected by fraudulent reports.

Advance notice

Whenever possible, we'll inform a driver or delivery person if they're at risk of losing access to their account. However, there are times when we may need to remove access without warning, such as for legal or safety reasons.

Opportunity to provide additional information

Drivers and delivery people should have the ability to request a review of an account deactivation and provide additional information to support their case, like audio or video recordings. That's why we built an in-app Review Center and are continuing to expand it around the world.

Protection from false allegations

We've established processes to identify riders and Uber Eats users who abuse our ratings or customer support systems, often with the aim of getting a refund. We work to help ensure that allegations made by these customers aren't considered in account deactivation decisions.

Why losing access happens and what to do

The most common reasons a driver or delivery person might lose access to their account are an expired document or an issue with their background check.

Drivers and delivery people should have the ability to request that an account deactivation be reviewed and to provide evidence to support their case. That's why we built an in-app Review Center and are continuing to expand it around the world.

Losing access, even temporarily, can be disruptive, so we review each report fairly and promptly. If there are steps to take to regain account access, we'll include them in the message we send to the driver or delivery person. Uber's [customer support team](#) can always be contacted for help.

Learn more below about the reasons drivers and delivery people may lose account access.

Background checks

All drivers and delivery people must agree to regular background screenings, which include evaluating their motor vehicle records and criminal history. The exact eligibility criteria depend on where they take trips and are largely based on the laws that apply in their city or state. Here are some general reasons for losing access based on background checks:

- Recent felony offenses
- Recent serious criminal offenses—including sexual assault, sex crimes against children, murder/homicide, terrorism, human trafficking, and kidnapping
- Any serious criminal charges that are still pending
- Multiple moving violations or accidents in the last 3 years
- Driving with a suspended license within the last 3 years
- Any recent serious driving violation, such as DUI, reckless driving, or hit-and-run
- Depending on local applicable regulations, laws, and practices, background checks may include a driver or delivery person's entire adult history, beginning at the age of 18.

Expired documents

Drivers and delivery people must upload all required documents and make sure they're current and unexpired.

[Learn more about required documents](#)

Safety issues

Failing a Real-Time ID Check

Uber uses Real-Time ID Check to ensure that the person driving or delivering matches the identity of the person who has passed our screening checks. The real-time photo must match their profile photo. In the US, account holders are not permitted to share their account with or delegate it to anyone else.

Examples of common missteps with Real-Time ID Check

- Letting someone other than the account owner take the real-time photo
- Submitting a photo of a photo
- Not taking a clear, well-lit photo that aligns face and neck in the in-app frame provided
- Not updating the profile photo if the driver or delivery person's appearance has changed

[Learn more about photo verification](#)

Unsafe driving

This includes reports that the driver or delivery person has had a crash or traffic citation during a trip or delivery, or repeated reports of poor, unsafe, or distracted driving while using the Driver app.

If rider complaints trigger a deactivation review, we may check if phone sensor data suggests a driver is actually practicing safer driving behaviors. If it does, we will factor that in before taking any action. We never use that data to trigger an account review.

Impaired or drowsy driving

This includes reports of driving while drowsy or while under the influence of alcohol, cannabis, illegal drugs, or over-the-counter or prescription drugs that should not be used while operating a motor vehicle. It also includes reports of having drugs and/or open containers of alcohol in the car. Smells of alcohol or drugs—even if left by riders—can be interpreted as impairment, and Uber can be required by law to temporarily place an account on hold while we investigate.

Drug testing program

Drivers whose accounts are at risk of permanent deactivation for drug-impaired driving will be provided the option to take a drug test. Uber will cover the cost of the testing, whatever the outcome.

Altercations and harassment

Exhibiting aggressive, confrontational, or harassing behavior. This includes:

- Using language, making gestures, or taking actions that could be disrespectful, threatening, or inappropriate
- Sharing graphic images that are sexually explicit or depict physical violence with others in the Uber community, including unsolicited sharing of such images through Uber’s online support systems or in connection with an Uber platform experience

Sexual misconduct or assault

Any kind of sexual harassment, which includes sexual assault and sexual misconduct by anyone—including drivers, delivery people, riders, Uber Eats users, and third parties—is not allowed while using Uber, and may also be illegal. Sexual assault is physical or attempted physical conduct that is sexual and done without consent, such as touching, kissing, or sex. Sexual misconduct includes nonphysical behavior that is sexual or romantic and done without consent, or has the effect of threatening or intimidating someone. Uber’s no-sex rule prohibits sexual contact regardless of whether the driver or delivery person knows the other person or receives their consent.

Uber’s Driving Change program offers resources from partners like RAINN and NO MORE that provide information about safe and respectful interactions.

[See resources from RAINN](#)

[See resources from NO MORE](#)

Deactivations on other platforms

As part of the Industry Sharing Safety Program, Uber and other participating companies share account information through HireRight for drivers and delivery people deactivated for the most serious safety incidents, including sexual assault and physical assault fatalities. These types of incidents are very rare on Uber’s platform, so the vast majority of drivers are not affected. This program is designed to improve safety across the entire industry.

[Learn more](#)

Use of unapproved vehicles

Only vehicles or other modes of transportation associated with a driver or delivery person’s profile, and that meet their city’s minimum requirements, are acceptable.

Examples of common missteps related to unapproved vehicles

- Not providing updated vehicle information to Uber
- Using a vehicle to complete delivery trips if signed up to deliver while biking or walking

[Learn more about vehicle requirements](#)

Unsafe vehicles

This includes not maintaining a vehicle according to industry safety and maintenance standards. For example, not keeping brakes, seat belts, and tires in good operating condition; disregarding recalls; and ignoring dashboard warning lights.

Fraudulent activities

In order for our platform to operate as properly and safely as possible, we rely on everyone who uses the Uber platform to comply with our terms and refrain from fraudulent activities. We're always working to prevent and detect fraud that affects everyone who uses Uber.

Uber relies on automated and manual systems, including reviews by fraud specialists, to detect fraudulent activity that violates our terms and conditions. In some cases, such activity may result in deactivation of a user's account.

Examples of fraudulent activities that may result in account deactivation include:

- Deliberately increasing the time or distance of a trip or delivery
- Accepting trip or delivery requests without the intention to complete them, including causing users to cancel
- Creating fake, duplicate, or otherwise improper accounts
- Claiming unwarranted fees or charges, like false cleaning fees
- Intentionally requesting, accepting, or completing fraudulent or falsified trips or deliveries
- Claiming to complete a delivery without ever picking up the delivery item
- Picking up a delivery item but retaining all or a portion of the item, and not delivering the entire order
- Disrupting or manipulating the normal functioning of the Uber platform, including the use of unauthorized or manipulated devices, apps, or programs to prevent or circumvent the proper functioning of the platform and the GPS system
- Abusing any program, such as promotions or referrals, or not using them for their intended purpose
- Disputing charges for fraudulent or illegitimate reasons
- Falsifying documentation

Fraudulent documents

Altered or false documents are not allowed.

Examples of common missteps related to fraudulent documents

- Submitting photocopies, scanned documents, or photos of photos, rather than original documents
- Physically or digitally altering documents (such as cross-outs/white-outs, unnecessary handwriting, and other alterations)

- Submitting phone screenshots of documents
- Submitting a document that is not entirely visible and clear

Identity fraud

This includes a driver or delivery person falsifying information, assuming someone else's identity, sharing an account with someone else, submitting personal documents that don't belong to them, or attempting to bypass identity verification checks.

Examples of common missteps related to identity fraud

- Not ensuring that full legal name, date of birth, identification number, and other account information submitted to Uber is accurate
- A driver or delivery person representing themselves as someone they are not
- Submitting documents that don't belong to them and that they are not permitted to use
- Sharing their account with someone else (in the US, account holders are not permitted to share their account with or delegate it to anyone else)

Fraudulent duplicate accounts

Creating improper duplicate accounts is not allowed. If a driver or delivery person has an issue signing into their account or using the platform, they should contact Support rather than create a duplicate account.

Financial fraud

Fraudulent financial activity includes, but is not limited to, improperly increasing the time or distance of a trip on purpose, abusing fees and promotions, and requesting a cleaning reimbursement for a mess that didn't happen.

Examples of common missteps related to financial fraud

- Not providing clear photos, the receipt from a cleaning, or accurate trip details when submitting a cleaning fee claim
- Causing riders to cancel a trip
- Increasing the time or distance of a trip
- Submitting false claims for fees or refunds, or abusing offers and promotions
- Cooperating with riders or Uber Eats users who call before a trip or delivery and ask the driver or delivery person to do things that are against Uber's Community Guidelines

Discrimination or refusing service

A driver or delivery person can lose access to their account for:

- Discriminating or making offensive remarks on the basis of race, color, disability, gender identity, marital status, pregnancy, national origin, age, religion, sex, sexual orientation, or any other characteristic protected under relevant law
- Refusing or canceling trips for riders because of their service animals, wheelchairs, or other assistive devices

[Learn more](#)

Examples of common missteps related to discrimination

- Denying service animals. Various state and federal laws prohibit denying riders on the basis of

their service animals. Allergies, religious objections, or a generalized fear of animals are not legitimate reasons to deny a service animal.

- Refusing to help fit wheelchairs or other assistive devices like walkers in the car. These devices can often be folded or disassembled to fit in the trunk.
- Making negative comments about someone's personal characteristics, such as race, color, disability, gender identity, marital status, pregnancy, national origin, age, religion, sex, and sexual orientation.

Ratings

A driver or delivery person can lose access to part or all of the Uber platform for ratings that are below the minimum average rating in their city. If their rating is approaching the minimum limit, we will let them know and may share information that may help them improve their rating from users, customers, or restaurants.

Resources for drivers

US driver ratings are an average of the last 500 ratings from riders. We understand there are things out of a driver's control that may affect their rating. We have put in place a system to exclude ratings provided by overly negative or biased riders, and ratings with feedback that are beyond a driver's control.

[How drivers can avoid low ratings from riders](#)

[How drivers may be able to regain access to giving rides by taking a course](#)

Resources for delivery people

[How delivery people can avoid low ratings from customers](#)

Additional information for delivery people

A few reasons apply **only to delivery people**, including those listed below.

Cancellation abuse

A delivery person has the right to decline any delivery opportunity offered to them. However, accepting delivery requests without intending to complete a delivery and canceling an unusually high number of deliveries after acceptance is considered fraud.

Examples of common missteps related to cancellation abuse

- Not completing a delivery after picking up the order and before delivering the order at the dropoff location. If a delivery person is unable to complete the delivery due to issues that arise (such as a flat tire), they can contact Support for help.
- Not checking for delivery details the customer may have left in the app, such as directions, or not trying to contact the customer using the app if needed.

Food theft

If a delivery person marks trips complete without having made a delivery or cancels trips after picking up the food and before completing the trip to the dropoff location, this is considered to be suspected food theft.

Examples of common missteps related to food theft

- Marking a trip as “Delivered” without reaching the customer’s location and delivering the order
- Canceling a trip before starting the delivery to the dropoff location without leaving the order at the restaurant for the next delivery person to pick up

Time-on-trip fraud

This includes a pattern of frequent delayed trips (taking much longer than expected according to GPS estimates and the duration of other deliveries in the delivery person's city). Delays in marking an order as “Delivered” after dropoff for illegitimate reasons may also be considered fraud.

Examples of common missteps related to time-on-trip fraud

- Accepting delivery requests before being ready to leave for the restaurant.
- Marking the order as “Delivered” in the Driver app well after the delivery person has delivered the food. If they encounter connectivity or app issues, they can call Support to end the delivery for them.

Community Guidelines for other Uber users

This page outlines the common reasons drivers and delivery people may lose access to their account. All users of the platform (including riders, Uber Eats users, and restaurants) can lose access for similar reasons. Please see our [Community Guidelines](#) for more information on account access loss for all users.

Policy violations. This page outlines common reasons for losing account access, but if a driver or delivery person violates any terms of their contractual agreement with Uber, or any applicable terms or policies, including the Community Guidelines, they can lose access to all or part of the Uber platform. We reserve the right to deduct, compensate, or recover damages related to misuse of the platform from any amount that the driver or delivery person may have to receive, besides taking the appropriate legal actions. Examples of amounts that may be deducted, compensated, or charged, if improper behavior is suspected, include, but are not limited to, fees, promotions, referral values, promotional codes, trip prices, trip adjustment prices, cancellation fees, promotional trip prices, and miscellaneous payments.