



DoorDash Service Provider Platform Access Policy

At DoorDash, we are proud to provide a platform to grow and empower local economies and provide people access to flexible work opportunities that allow them to be their own boss, make meaningful money, and explore their community.

Because we value our business relationship with Dashers and anyone else who provides services on the DoorDash platform, we want to be clear, upfront, and transparent about the kinds of activities that can lead to you losing access to certain opportunities on the DoorDash platform or the DoorDash platform itself, as well as how the process of account deactivation works. If you have additional questions about this policy or other policies, please go to help.doordash.com.

RATINGS ON DOORDASH

Background:

Consumers who place an order through the DoorDash platform are asked to rate the service they receive on a scale of one to five stars. Ratings are critical to the success of the DoorDash platform because they allow consumers to ensure that the deliveries and other services completed through the platform are high in quality. Dashers that are consistently late, deliver orders with missing items, behave unprofessionally, or who don't complete the orders they accept in accordance with customer or merchant instructions typically receive lower ratings.

How it affects you:

To provide services on the DoorDash platform, you must maintain a certain customer rating. Unless otherwise notified in writing, the minimum rating threshold(s) for Dashers can be found [here](#). You are responsible for monitoring your rating. However, as a courtesy you may be notified if your rating starts falling near the threshold level. If your rating falls below the threshold, you may lose access to certain opportunities or your account may be deactivated.

ACCEPTING AND COMPLETING ORDERS

Background:

The acceptance rate is the percent of offers shown that are accepted and the completion rate is the percent of offers completed of those that are accepted. When an opportunity is offered through the Dasher app, key details of the offer are displayed, including the services involved, pick-up and drop-off locations, an estimate of the time the delivery or service will take, and the minimum guaranteed amount of pay.

As independent contractors, Dashers have the right to decline any opportunity offered to them. However, accepting an offer is an agreement to complete that delivery or service in accordance with customer or merchant instructions.

How it affects you:

While by accepting an order you are agreeing to complete that delivery or service, we recognize that unforeseen circumstances may arise. You therefore have the right to occasionally not complete a delivery or service after you accept it, as long as for deliveries, you cancel before you pick up the items to be delivered. To provide services on the DoorDash platform, however, you must maintain a certain completion rate. Unless otherwise notified in writing, the completion rate threshold(s) for Dashers can be found [here](#). You are responsible for monitoring your completion rate. However, as a courtesy you may be notified if your completion rate starts falling near the threshold level. If your completion rate falls below the threshold, you may lose access to certain opportunities or your account may be deactivated.

KEEPING THE PLATFORM SAFE AND SECURE

At DoorDash, the safety and security of service providers, merchants and consumers that use the DoorDash platform is paramount. We want dashers to feel safe when performing deliveries or other services, merchants and businesses to have a positive experience working with Dashers and other service providers, and consumers to not be concerned about opening their door to receive their order.

Creating an unsafe or unsecure environment for anyone on the platform or the communities in which DoorDash operates is grounds for immediate account deactivation. These behaviors include, but are not limited to:

- **Violence or inappropriate behavior, including use of abusive or offensive language** - Exhibiting objectively unsafe or offensive behavior, including physical, sexual, or verbal assault of a consumer, merchant, another Dasher or service provider, or any other person.
- **Use of alcohol and drugs** - Performing services while under the influence of alcohol or drugs.
- **Discrimination or harassment** - DoorDash is committed to providing a platform free from discrimination and harassment and therefore prohibits discrimination and harassment by or directed at service providers, merchants, consumers, or DoorDash employees because of race, color, sex, gender, national origin, ancestry, religion, creed, physical or mental disability, medical condition, marital status, sexual orientation, age, profession or any basis protected by federal, state, or local law. DoorDash's Sexual Harassment Policy can be found [here](#).

- **Unsafe driving, biking, or scooter riding** - Exhibiting objectively unsafe conduct when driving, biking, or operating a scooter while performing services on the DoorDash platform, such as texting and driving, not pulling over before reviewing or accepting a delivery opportunity, or failing to be conscientious while using navigation apps. Service providers involved in accidents may be subject to deactivation, depending on all facts and circumstances of the accident(s).
- **Failure to comply with the law or use of the platform for any criminal activity** - Violating any local, state, or federal law while using the DoorDash platform, including any applicable criminal or traffic laws. This includes but is not limited to theft of any goods or items, damage to or theft of any third party property, failure to properly check customer ID for age-restricted orders, and use of the DoorDash platform to engage in or assist with any potentially criminal activity.
- **Failure to pass identity verification and screening criteria** - Failing to meet DoorDash's identity verification or screening criteria - whether at the time of account creation or any time thereafter - is grounds for being denied access to the DoorDash platform or account deactivation if you have already accessed the platform.
- **Disclosing personal information without authorization** - Using personal information for any purpose other than completing services on the DoorDash platform, including posting online, saving, or otherwise sharing with any third party, except as may be legally required.
- **Tampering with deliveries, opening packaging, or failing to maintain standards of food safety** - Opening, using, consuming, or tampering with a delivery or customer order; failing to use an insulated thermal bag, if applicable, to safely transport deliveries.
- **Off-Platform Services** - Delivering or accepting payment for any service or item solicited by a customer on or through the DoorDash platform outside of the formal offer presented to you through the DoorDash platform.

FRAUD OR ABUSE OF THE PLATFORM

Much of the DoorDash platform rests on minimum business standards of integrity and fair dealing. We trust service providers to use the DoorDash platform honestly and with integrity. Accounts of service providers that abuse our services or engage in fraud, or that cause others to do the same, will be grounds for deactivation. Examples of abuse and fraud include, but are not limited to:

- **Manipulating referral systems or promotions** - Gaming or manipulating any consumer, merchant, or Dasher referral program, Dasher pay promotions, or any other similar types of programs offered through the DoorDash platform.
- **Using Red Cards improperly** - Purchasing anything with a Red Card other than that required by a Contracted Service, or using SNAP/EBT funds in place of a Red Card (or in place of any other payment method) to complete a purchase required by a Contracted Service. Claiming reward points or other benefits from a Merchant's rewards program when making a purchase with a Red Card is prohibited.
- **Providing information that is fraudulent or inaccurate** - Misrepresenting information during signup, providing false information to DoorDash, merchants, or consumers related to the performance of services, creating multiple accounts for the same individual, using the same phone number as an account already in use, or failing to accurately identify the mode of transportation being used to perform services.
- **Disrupting the DoorDash platform** - Taking any action, either directly or indirectly, that is intended to or does damage, disable, interrupt, overburden, or impair the functionality of the DoorDash platform or the servers or networks connected to the DoorDash Platform;
- **Scraping** - Using any robot, spider, web crawler, extraction software, automated process and/or device to scrape, copy, index, frame, monitor, conduct any systematic retrieval of data or other content from any portion of DoorDash platform or its content.

- **Unauthorized Access** - Gaining or attempting to gain unauthorized access to the DoorDash platform and/or to any account, resource, computer system, and/or network connected to any DoorDash server. This includes any breach or circumvention of any security or authentication measures DoorDash may use to prevent or restrict access to the DoorDash platform.
- **Sharing or providing access to your account** - Sharing your user ID, password, or any other means of access to your DoorDash service provider account with any other person or entity.
- **Third party rights** - Using DoorDash in any way that infringes third party rights, including copyrights, trade secrets, trademarks, or other rights of any third party, including privacy or publicity rights.

VIOLATING THE TERMS OF YOUR CONTRACT

Violating any of the terms of your Independent Contractor Agreement or any other agreement or policy that you agreed to as a condition of accessing the DoorDash platform will serve as a valid basis for losing of access to certain opportunities or deactivation from the DoorDash platform. This includes but is not limited to:

- **Failure to Accurately Record Completion of a Service** - Marking a service as complete when you did not complete it or indicating that you have completed the requirements of a service when in fact you have not. Likewise, consistent failure to timely mark a service as complete when it has, in fact, been completed.
- **Failure to Complete Services in a Safe or Timely Manner** - Failing to provide and complete services timely and safely, while adhering to reasonable expectations of food safety, quality, and health standards as required by the merchant(s) and/or applicable law.
- **Failure to Adhere to Applicable Service Level Requirements** - Completing any service you accept inaccurately, which includes delivering the wrong order or an order with missing items, taking any action that would impair or change the quality or presentation of any item(s), or otherwise failing to adhere to the instructions or specifications of the customer, merchant, or any other party requesting the service.

APPEALS

If you lose access to the DoorDash platform through account deactivation, you will be provided instructions for how to appeal. This process will apply to deactivations from the DoorDash platform based on violations of the Independent Contractor Agreement or this Service Provider Platform Access Policy. More information about appealing a Dasher account deactivation may be found [here](#).