

# Zero Tolerance Policy

Every driver who uses the Star Lux platform has a responsibility to drive safely and follow the established rules of the road. Star Lux has a zero-tolerance policy for the use of alcohol or drugs by drivers using Star Lux Driver app. If we receive reports of suspected impaired driving, the driver may lose access to their account, as stated in their agreement with Star Lux.

Star Lux has a zero-tolerance policy with regards to drivers being under the influence of alcohol or drugs while driving.

Driving while under the influence of drugs or alcohol while driving for Star Lux will result in immediate and permanent deactivation. Even if you can function fine (or believe that you can). If a passenger makes a report that the driver is under the influence, then they will deactivate your driver account immediately. If you're just transporting a single passenger, it's unlikely that Star Lux will find out about this, but it could be an issue for Shared Star Lux rides. never let passengers drink alcohol in your vehicle and you should never let passengers use other drugs while in your vehicle.

This comes with the obvious exception of prescription medication that a passenger is taking under a doctor's supervision.

A driver can always decline a trip for their own safety or if it doesn't work for them (except for discriminatory reasons, as explained in our Community Guidelines). That includes instances where a rider appears too drunk or rowdy or smells strongly of drugs or alcohol.

Drug use and open containers of alcohol are never allowed while using the Star Lux platform. If you're a rider and you have reason to believe your driver may be under the influence of drugs or alcohol, ask the driver to end the trip immediately. Then exit the vehicle and call 911. After the driver has ended the trip, report your experience to Star Lux directly in the app by tapping **Help** from the menu and selecting your issue. You can also get in contact by visiting <http://www.starluxr.com/>