

Catch A Captains Community Guidelines

United States and Canada

Our guidelines were developed to help make every experience feel safe, respectful, and positive. They apply to everyone who uses the Catch A Captains Marketplace Platform. It also includes interactions you may have with Catch A Captains employees and contractors, including at Greenlight Hubs, through online support systems, or over the phone.* And, in some instances, our guidelines apply to conduct outside the Catch A Captains Marketplace Platform that we become aware of, when such conduct may threaten the safety of the Catch A Captains Marketplace Platform.

Thank you for joining us in supporting and safeguarding a welcoming environment.

The guidelines below help explain some of the specific kinds of positive community engagement on the Catch A Captains Marketplace Platform, as well as the behaviors or circumstances that may cause you to lose access to it. There will always be unforeseen events that may ultimately lead to your losing access to using the Catch A Captains Marketplace Platform and services, but the following guidelines—which we’ll update regularly—provide the basis for behavior we expect from all in the Catch A Captains community. Not following any one of our guidelines can constitute a material breach or violation of the terms of your agreement with Catch A Captains and may result in the loss of access to part or all of the Catch A Captains Marketplace Platform. You can report potential violations of the Community Guidelines to Catch A Captains and we will address any report in accordance with our policies.

Guidelines for all of us

Everyone is required to follow Catch A Captains’ Community Guidelines, which reflect the 3 pillars: (1) treat everyone with respect; (2) help keep one another safe; and (3) follow the law.

Treat everyone with respect

The actions you take while using the Catch A Captains Marketplace Platform can have a big impact on the safety and comfort of others. Courtesy matters. For example, always try to be on time for your ride or to pick up your delivery. It’s also common courtesy not to shout, swear, or slam doors. And by tidying up after yourself—whether it’s taking your trash home

or cleaning up a spilled drink—you'll help ensure that everyone has a pleasant ride. You are expected to exercise good judgment and behave decently toward other people when using the Catch A Captains Marketplace Platform—just as you would in any public place.

Catch A Captains is an anti-racist company. We are committed to creating a safe and welcoming space for everyone, regardless of background. Remember that when you interact with others in the Catch A Captains community, you may meet people who may look different from you, think differently than you, or come from different backgrounds. Please respect those differences. Discrimination based on race or any other characteristic protected by law will not be tolerated on the Catch A Captains Marketplace Platform and can result in loss of access to the apps.

Physical contact

Don't touch strangers or anyone you just met while using the Catch A Captains Marketplace Platform. Limited exceptions are permitted for people needing or requesting physical assistance (for example, riders using Catch A Captains Assist who may need help getting into and out of the vehicle). Hurting or intending to hurt anyone is never allowed.

Sexual assault and misconduct

We all value our personal space and privacy. It's OK to chat with other people while remaining respectful. But please don't comment on someone's appearance or ask whether they are single. Sexual assault and sexual misconduct of any kind is prohibited. Sexual assault and misconduct refers to sexual contact or behavior without explicit consent of the other person. Personal space and privacy should be respected.

The following list provides examples of inappropriate conduct but is not exhaustive.

Asking personal questions (for example, about relationship status or sexual orientation)

Commenting on appearance (for example, derogatory or "complimentary" comments)

Making explicit comments or gestures (for example, slurs, or graphic or suggestive messages)

Flirting (for example, nonverbal, suggestive flirting, or being too physically close)

Displaying indecent material (for example, sexually suggestive objects or pictures)

Catch A Captains has a no-sex rule regardless of whether you know the person or they give you their consent

Threatening and/or rude behavior is prohibited

Aggressive, confrontational, or harassing behavior is not allowed. Don't use language, make gestures, or take actions that could be disrespectful, discriminatory, threatening, or inappropriate.

Post-trip contact

Contact should end when the trip or delivery is complete, unless it's to return a lost item. Unwanted contact (where there is not mutual consent) can be seen as harassment and includes, for example, texting, calling, social media contact, visiting, or trying to visit someone in person after a trip or delivery has been completed.

Discrimination

You should always feel safe and welcome. That's why we don't tolerate racist or discriminatory conduct and behavior. Do not discriminate against someone or engage in a disparaging manner toward someone based on traits such as their race, ethnicity, skin color, age, disability, gender identity, marital status, pregnancy, national origin, religion, sex, sexual orientation, language, geographical location, or any other characteristic protected under relevant law. For example, it is unacceptable to rate another person based on any protected trait.

The following list provides examples of discriminatory behavior but is not exhaustive.

Refusing to provide services based on characteristics like a person's race, ethnicity, skin color, age, disability, gender identity, marital status, national origin, religion, sex, sexual orientation, language, geographical location, or any other characteristic protected under relevant law.

Rating another user—whether Captains or Boat Owners based on these traits.

Discriminating on the basis of a rider's destination or a Catch A Captains Eats user's delivery location. We understand how important it is to fit driving or delivering around your life, rather than the other way around. It is not a violation of these guidelines to decline a trip or delivery because it does not work for you. But intentionally refusing or canceling requests, or using features on the Catch A Captains Marketplace Platform to avoid receiving trip or delivery requests, solely for the purpose of avoiding a particular neighborhood due to the characteristics of the people or businesses that are located in that area, is not allowed.

Using discriminatory language, making discriminatory remarks, vilifying, or asking questions about sensitive topics regarding national origin, race, ethnicity, or any other trait previously mentioned. Making racial comments or using slurs is never allowed.

You can learn more about Catch A Captains' Non-Discrimination Policy [here](#). We also have a policy about our commitment to accessibility to help increase the transport options and delivery options for people with disabilities [here](#).

Property damage

Damaging property is never allowed. Some examples include damaging the car or other mode of transportation requested through the Catch A Captains Marketplace Platform, breaking or vandalizing a phone or tablet, intentionally spilling food or drink, smoking in a car, damaging a merchant's premises, or vomiting due to excessive alcohol consumption or otherwise. If you damage property, you're responsible for the cost of cleaning and repair fees, outside of normal wear and tear. Intentional damage may result in account deactivation.

Help keep one another safe

We're hard at work every day to help create safer experiences for everyone. Your safety drives us. That's

why we have an emergency assistance button in the Catch A Captains app, and it's why we maintain auto insurance coverage that applies to you when you're using the Catch A Captains Marketplace Platform. These Community Guidelines help keep us all safe.

The following list provides examples of conduct that can affect safety but is not exhaustive.

Driving or delivering under the influence of drugs or alcohol

We have a zero tolerance policy for navigating a water craft under the influence of drugs or alcohol. It puts everyone's safety at risk. If you suspect your driver may be under the influence, help keep everyone safe by reminding them to focus on the road and drive safely. If you feel that your safety is at risk, tell your driver you want to exit the vehicle as soon as it's safe to do so. If you're driving, be sure to arrive sober. The use of marijuana while driving or delivering on the Catch A Captains Marketplace Platform may result in loss of access to the apps.

Passengers on the Boats

Only the person who requested the watercraft is allowed on during a trip or delivery. Never allow another person to join a trip or delivery who didn't request the ride or delivery through the Catch A Captains app. This includes friends, family, or children—even if the other person claims to be a friend or relative of the person who requested the ride or delivery. If someone asks you to do this, let them know that they can request a ride or delivery using their own app.

In some cases, you may be asked to verify your identity as a Catch A Captains user. It's important to remember that Catch A Captains policies may require you to show your account profile picture or scan a barcode in the app to verify your identity before starting a trip or delivery. If a driver or delivery person asks you to verify your identity in this way, please cooperate. If you don't cooperate, they may choose to cancel the trip or delivery and report you to Catch A Captains.

Weapons prohibition

To help everyone feel safe, we prohibit the presence of weapons in vehicles and during deliveries, regardless of whether possession of the weapon is legal or not. This includes firearms and any instrument that can be used to harm someone, such as pepper spray, stun guns, and tasers. If you're found to have violated this policy, you may lose access to the Catch A Captains Marketplace Platform.

Reporting serious incidents

If you ever feel unsafe during a trip or delivery, please reach out to local authorities immediately. Then let us know what happened so we can take action. We're here to support you 24/7.

Sexual assault and misconduct

We all value our personal space and privacy. It's OK to chat with other people while remaining respectful. But please don't comment on someone's appearance or ask whether they are single. Sexual assault and sexual misconduct of any kind is prohibited. Sexual assault and misconduct refers to sexual contact or behavior without explicit consent of the other person. Personal space and privacy should be respected.

The following list provides examples of inappropriate conduct but is not exhaustive.

Asking personal questions (for example, about relationship status or sexual orientation)

Commenting on appearance (for example, derogatory or "complimentary" comments)

Making explicit comments or gestures (for example, slurs, or graphic or suggestive messages)

Flirting (for example, nonverbal, suggestive flirting, or being too physically close)

Displaying indecent material (for example, sexually suggestive objects or pictures)

Catch A Captains has a no-sex rule regardless of whether you know the person or they give you their consent

Threatening and/or rude behavior is prohibited

Aggressive, confrontational, or harassing behavior is not allowed. Don't use language, make gestures, or take actions that could be disrespectful, discriminatory, threatening, or inappropriate.

Post-trip contact

Contact should end when the trip or delivery is complete, unless it's to return a lost item. Unwanted contact (where there is not mutual consent) can be seen as harassment and includes, for example, texting, calling, social media contact, visiting, or trying to visit someone in person after a trip or delivery has been completed.

Discrimination

You should always feel safe and welcome. That's why we don't tolerate racist or discriminatory conduct and behavior. Do not discriminate against someone or engage in a disparaging manner toward someone based on traits such as their race, ethnicity, skin color, age, disability, gender identity, marital status, pregnancy, national origin, religion, sex, sexual orientation, language, geographical location, or any other characteristic protected under relevant law. For example, it is unacceptable to rate another person based on any protected trait.

The following list provides examples of discriminatory behavior but is not exhaustive.

Refusing to provide services based on characteristics like a person's race, ethnicity, skin color, age, disability, gender identity, marital status, national origin, religion, sex, sexual orientation, language, geographical location, or any other characteristic protected under relevant law.

Rating another user—whether drivers, riders, delivery people, Catch A Captains Eats users, merchants, restaurants, or businesses—based on these traits.

Discriminating on the basis of a rider's destination or a Catch A Captains Eats user's delivery location. We understand how important it is to fit driving or delivering around your life, rather than the other way around. It is not a violation of these guidelines to decline a trip or delivery because it does not work for you. But intentionally refusing or canceling requests, or using features on the Catch A Captains Marketplace Platform to avoid receiving trip or delivery requests, solely for the purpose of avoiding a particular neighborhood due to the characteristics of the people or businesses that are located in that area, is not allowed.

Using discriminatory language, making discriminatory remarks, vilifying, or asking questions about sensitive topics regarding national origin, race, ethnicity, or any other trait previously mentioned. Making racial comments or using slurs is never allowed.

You can learn more about Catch A Captains' Non-Discrimination Policy [here](#). We also have a policy about our commitment to accessibility to help increase the transport options and delivery options for people with disabilities [here](#).

Property damage

Damaging property is never allowed. Some examples include damaging the car or other mode of transportation requested through the Catch A Captains Marketplace Platform,

breaking or vandalizing a phone or tablet, intentionally spilling food or drink, smoking in a car, damaging a merchant's premises, or vomiting due to excessive alcohol consumption or otherwise. If you damage property, you're responsible for the cost of cleaning and repair fees, outside of normal wear and tear. Intentional damage may result in account deactivation.

Follow the law

You are expected to follow the law while using the Catch A Captains Marketplace Platform. This includes both local laws and Catch A Captains' rules and regulations. Ignoring the law or Catch A Captains' rules can result in losing access to the apps. For example, it's important to remember that there is no smoking allowed in Catch A Captains vehicles, and drivers must follow local laws about using their phone while driving.

Driving under the influence

Never drive or deliver while under the influence of drugs or alcohol. Doing so can have serious consequences for you and others. In addition to putting lives at risk, it can also lead to legal penalties, including fines and imprisonment. If you're ever in doubt about whether you're safe to drive or deliver, it's better to wait until you're sure. If

you're under the influence of drugs or alcohol, don't get behind the wheel or accept a delivery request. If you see someone else driving or delivering under the influence, you should report them immediately.

Drug use

The use of drugs (including medical and recreational) that can impair your ability to drive or deliver safely is strictly prohibited. This includes illegal drugs, but also legal drugs when they impair your ability to drive or deliver safely. If you take medication that may affect your ability to drive or deliver safely, talk to your doctor before driving or delivering. Even if a drug is legal in your area, it may still be dangerous to drive or deliver after taking it. Always follow your doctor's advice and read the instructions on any medication you take. If you're caught driving or delivering under the influence of drugs, you could lose access to the Catch A Captains Marketplace Platform. We take this seriously because we want to keep everyone safe.

Personal Safety Equipment

No Lifeguard Onboard: Please be aware that there is no lifeguard onboard any of our boats.

Bring Your Own Safety Equipment: You are responsible for bringing and using your own safety equipment, including life vests. Ensure that all passengers have properly fitting life vests and wear them at all times while on the water.

Environmental Protection

Respect Our Waters: We value and are committed to protecting our environment. Please do not throw trash, plastic, waste, biohazards, or any other materials that can damage wildlife or contaminate the water.

Proper Waste Disposal: Always use designated waste disposal facilities for any trash or waste materials. If facilities are not available, take your waste with you and dispose of it properly onshore.

If you ever have questions or concerns about whether a certain behavior is allowed, you can always contact us. We're here to help.

Thank you for your help in keeping our community safe.

The Catch A Captains Team