Non Discrimination Policy

Last updated: 02 Mar 2026

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, merchants, or businesses—based on these traits.
- Discriminating on the basis of a rider's destination. 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 Yocha 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.

We also have a policy about our commitment to accessibility to help increase the transport options and delivery options for people with disabilities. Please refer our **Service Animal and Assistive Device Policy.**

In case you have a comment or complaint, please contact us at help@yocha.us.