

Cleaning Policy

1. Introduction

1.1 MooVr requires all drivers to maintain a high standard of service and cleanliness. Exceptional rider service is essential for achieving a high performance and quality service by drivers.

2. Purpose

2.1 Hygiene and cleanliness

Drivers must maintain best efforts to ensure that their vehicles are:

- Properly maintained, free of excessive dents and scratches, inside as well as outside.
- Keep the vehicle clean and litter-free, inside and out.

3. When to Clean

3.1 Drivers must clean all surfaces:

- at the beginning of your shift,
- immediately if the vehicle becomes soiled for any reason, or
- if the vehicles interior or exterior becomes excessively unclean during a working period.

4. How to Clean

4.1 Drivers are required to take the following precautions when cleaning:

- use products according to instructions on the label, packaging or Safety Data Sheet (SDS) including:
 - use only products that minimise damage to surfaces in your vehicle
 - how to use and dispose of the product safely
 - hazards associated with the product's use
 - correct personal protective equipment (PPE) to wear e.g. gloves, masks and eye protection if required by prevailing Health conditions. Eg COVID-19 guidelines
 - avoid eye and skin contact with any chemicals
 - do not mix cleaning products with other chemicals
 - decant chemicals appropriately and ensure bottles are labelled in accordance with regulations
 - all disposable PPE including gloves, wipes and masks should be discarded after each clean in accordance with the instructions on the label, packaging or SDS.

5. Verification

5.1 Drivers may be requested by MooVr to verify vehicle cleanliness from time to time. In order to continue providing Rideshare services on the MooVr Rideshare platform, Drivers must comply with the request. Accounts may be suspended if requests are not completed or if evidence does not prove vehicle cleanliness.



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6. Reimbursement Process

6.1 Where a Rider has damaged, soiled or left a mess in the vehicle, the following information must be sent to MooVr, within **30 minutes** of the completed ride and before any other ride is accepted:

- At least 2 clear pictures of the damage, soiled area or mess (photos that are not clear, will not be accepted)
- Trip schedule, passenger name, and location of pick-up and drop-off, as well as any other relevant identifying information
- A brief description of what happened and any additional circumstances.

6.2 Provide your cleaning receipt where professional services were required.

6.3 Once MooVr reviews the details, trip & photographs provided, advice will be provided regarding reimbursement. MooVr administration assessment is final.

6.4 A **maximum of \$150** will be reimbursed, depending on the type of damage, soiling or mess and evidence provided to the team.

6.5 Significant damage, soiling or mess that a driver deems exceeds the cost of \$150 to restore original condition (as was prior to the ride in question) may require police intervention and/or legal advice/actions by the Driver against the Rider. Where this occurs, MooVr will provide the necessary information as required by law to the requesting parties.