



## Coronavirus (COVID-19) Resources & Updates

The safety and well-being of everyone who uses Uber is always our priority. We are actively monitoring the coronavirus (COVID-19) situation and are taking steps to help keep our communities safe.

[Drivers and delivery people](#)



[Click here](#) for important information.

### Steps we are taking



## Supporting public health authorities

We have a team available 24/7 to support public health authorities in their response to the epidemic. Working with them, we may temporarily suspend the accounts of riders or drivers confirmed to have contracted or been exposed to COVID-19. We're also consulting with an epidemiologist to make sure our efforts as a company are grounded in medical advice.



## Helping affected drivers and delivery people

Any driver or delivery person who is diagnosed with COVID-19 or is individually asked to self-isolate by a public health authority will receive financial assistance for up to 14 days while their account is on hold. We've already helped drivers in some affected areas, and we're working to quickly implement this worldwide.



## Helping to keep cars clean

We are working to provide drivers with disinfectants to help them keep their cars clean. Supplies are very limited, but we're partnering with manufacturers and distributors to source as much as possible. We'll be prioritizing distribution to drivers in cities with the greatest need.



## Giving you options for food delivery

We understand that you may be relying more on food delivery right now. If you prefer, you can leave a note in the Uber Eats app to ask your delivery person to leave your food at the door.



## Upholding our Community Guidelines

There have been reports of discrimination linked to the current situation. This is never okay—every rider and driver is expected to follow the Uber [Community Guidelines](#), which clearly prohibit discrimination.

## Sharing advice to stay healthy

We're reminding everyone who uses Uber to follow advice from public health authorities. If you're sick, stay home and away from others. Wash your hands frequently, and cover your cough or sneeze. For more information, visit the World Health Organization website.

## Important information for drivers and delivery people



### Cleaning supplies for your car

We are working to provide drivers with disinfectants to help you keep your car clean. Supplies are very limited, but we're partnering with manufacturers and distributors to source as much as possible. We'll be prioritizing distribution to drivers in cities with the greatest need.



### "Leave at Door" Delivery

Eats customers have the option to use delivery notes to communicate how they'd like their orders delivered. They may include a note like "Please leave my order at the door" or "ring my doorbell and leave in the lobby." You can see these instructions in the app under 'customer note' once you arrive at their location.



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## Support if you're taken off the road

Any driver or delivery person who is diagnosed with COVID-19 or is individually asked to self-isolate by a public health authority will receive financial assistance for up to 14 days while their account is on hold. We've already helped drivers in some affected areas, and we're working to quickly implement this worldwide.

## Maintaining your Uber Pro status

The last thing you should have to worry about is losing your Uber Pro status. We are protecting the current Uber Pro status for all drivers for the remainder of this qualifying period.

## Other important resources

[World Health Organization - Advice](#)

[Uber Community Guidelines](#)

[Help Center](#)

[English \(International\)](#)

[Toronto](#)

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