**What To Do When:**

**Ordering Uber**

**Tips to make things easier**

* After booking, call or text the driver. Tell them explicitly where you are. For example, tell them if you need them to pull into the driveway or parking lot. Many of the geo-map “pins” are inaccurate. For example, if you book an Uber to come to 1929 Bayview, the map tells them it’s at the northbound 11 bus stop, not the front entrance. Be sure to let them know your exact waiting spot when you book.
* It is entirely at your discretion whether or not to disclose that you have a guide dog. Sometimes this relieves stress, so you know the driver is aware ahead of time, but you are under no obligation to disclose if you choose not to. Sometimes disclosing this information can mean a longer than usual wait for a taxi.

**Access Denial or Cancellation**

* Uber's policy is that a driver must have an allergy on record
* If a driver cancels your journey, you will receive a message saying the driver has cancelled the journey. If you suspect it’s because you’re a guide dog handler, it is important that you take a screenshot of the cancellation on your phone. Uber will also have a record of this, but it’s important that you have one, should there be a dispute. The information should also appear in your journey history in your Uber account.
* Uber has a specific complaint form for issues with a service dog. Go to:
  + Help
  + Accessibility
  + I want to report a service animal issue
  + You don't need to fill out every field, you will be contacted by an uber representative so that you can explain what happened. The purpose of this form is to flag the incident.
  + Uber states on their website that “Any report of unlawful discrimination will result in the temporary deactivation of a partner’s account while Uber reviews the incident. Confirmed violations of the law with respect to riders with disabilities may result in permanent loss of a partner’s access to the Uber platform.”
  + Uber may also be licensed by your city. If you don’t receive a satisfactory resolution through Uber, you can contact Licensing Enforcement.
* If you reside in Alberta, Ontario, Nova Scotia or Newfoundland you may also call the police (non-emergency number) as the driver has broken the law under the Blind Persons’ Rights Act (further information below) and they can be fined up to $5,000 for denying someone service when accompanied by a guide dog “Every person who is in contravention of section 2 is guilty of an offence and on conviction is liable to a fine not exceeding $5,000. R.S.O. 1990, c. B.7, s. 6 (1).”
* If you reside in British Columbia, you can call the police (non-emergency number) as the driver has broken the law under the Guide Dogs Act.
* If you reside in any other province/ territory or if you’re still not satisfied, you can make a formal complaint to your Human Rights Commission.

If you have information to share or would like to request a tip sheet on another topic, please contact victoria.nolan@cnib.ca.