

# Vruum

Your Journey – Our Priority

## Covid-19 Safety Guidelines: Travelling with Vruum

At Vruum, we deeply understand the importance of ensuring the safety and well-being of both our passengers and drivers in these challenging times of the COVID-19 pandemic. Therefore, we have taken measures to create a secure and protected travel experience for all. We kindly request your cooperation in adhering to the following guidelines, as they play a crucial role in safeguarding the health of everyone involved.

### Guidelines

#### Wear a face mask

All passengers and drivers to wear a face mask or covering throughout the ride, according to government guidelines. Please ensure your face mask is properly worn, covering your nose and mouth at all times.

#### Maintain social distancing

Whenever possible, maintain a safe distance from the driver and other passengers. Avoid physical contact and respect personal space to minimize the risk of transmission.

## Avoid unnecessary travel

If you are exhibiting COVID-19 symptoms, or have come into contact with someone who has tested positive for COVID-19, we strongly advise you to refrain from using Vruum services and follow the guidelines provided by your local health authorities.

## Sanitize your hands

We recommend using hand sanitizers or sanitizing wipes before and after each trip. If possible, wash your hands thoroughly with soap and water for at least 20 seconds before and after your ride.

## Ventilate the vehicle

If weather permits, consider opening windows or adjusting the air conditioning for improved ventilation. This circulates fresh air and reduce the concentration of airborne particles.

## Use cashless payments

To minimize physical contact, we encourage you to opt for cashless transactions using our app. Use your preferred digital payment method to complete your ride payment.

## Clean and disinfect frequently

Our drivers follow rigorous cleaning protocols to maintain a clean and sanitized environment in their vehicles. Surfaces such as door handles, seat belts, and other high-touch areas are regularly disinfected.

## Avoid physical greetings

To reduce physical contact, we recommend avoiding handshakes or physical greetings during the ride. A friendly smile or verbal greeting can go a long way in maintaining a pleasant experience.

## Feedback and concerns

If you have any concerns regarding COVID-19 safety during your Vruum ride, please don't hesitate to reach out to our customer support team. We value your feedback and are committed to continuously improving our safety measures.

**Please note that these guidelines are subject to change based on the evolving situation and recommendations from health authorities.** We appreciate your cooperation in adhering to these guidelines and thank you for choosing Vruum as your trusted transportation partner during these challenging times.

**Stay safe and travel responsibly.**

**Team Vruum**

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**Here are some additional tips for staying safe during your Vruum ride:**

- Book your ride in advance to minimize your time waiting at the pick-up location.
- If you are feeling unwell, please notify the driver as soon as possible.
- If you have any questions or concerns, please do not hesitate to ask the driver.

**We appreciate your cooperation in helping to keep everyone safe.**

**We update our guidelines as per WHO (World Health Organisation) recommendations. Please keep checking for latest guidelines of Vruum.**

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