

## California Transportation Charter-Party Carrier (TCP) **Service Animal Policy**

Small Service Animals are always welcome to join disabled riders in our TCP vehicles. No other animals are permitted in a TCP vehicle.

### What is a Service Animal?

A “Service Animal” is an animal recognized by state or federal law that is trained to work or perform tasks for an individual with a disability.

### Bringing Your Service Animal on a Ride in a TCP Vehicle

Your Service Animal is not required to wear a tag, vest, or other special identification, and you are not required to provide Tesla with proof that your animal is a Service Animal.

Before beginning a ride, a TCP driver may ask you to confirm that your animal is required because of a disability, and to specify what task(s) the animal is trained to perform.

For your Service Animal’s safety, we ask that you properly secure the Service Animal with a leash, tether, harness, crate, carrier, or through other means for the duration of the ride.

### Cleaning Fees

We will not assess fees for hair or shedding, but you may be charged repair or cleaning fees for any damage or mess in the TCP vehicle caused by your Service Animal.

### How to Contact Tesla Regarding a Service Animal Issue

If you experience an issue related to your Service Animal, such as ride cancellation or improper cleaning fees, please report the issue to Tesla via the rideshare mobile application.