







# COMMUNITY GUIDELINES

- Do not complete any errands that put you at risk financially or physically. This includes meeting a Client for a delivery under suspicious circumstances.
  - If you require additional help on an errand, it is critical that that person also be an approved Lucky Assistant. This is for the safety of you and your Client. If anything goes wrong on a task as a result of the actions of someone who is not an approved Lucky Assistant, they are (and you) may not be covered by the Lucky Services [\\$1M Insurance Guarantee](#).
- 6. Urgent Issues and Lucky Member Services**
- Lucky Member Services exists for the benefit of all members, including Lucky Assistants. If you are having any issues with an errand that is in-flight or soon to happen, please contact our Members Services Team on our Emergency Line at (877) 246-5825. Any issues that are not extremely time sensitive or urgent should be referred to [contact@goluckyservices.com](mailto:contact@goluckyservices.com).
- 7. Performance Standards Compliance**
- To ensure a high-quality tasking experience, we hold all of our Lucky Runners to the following standards:
    - High acceptance rate on invitations sent to you.
    - High completion rate on invitations you are assigned or taken by you.
    - Low average response time to invitations sent to you.
    - High return rate of your Clients to Lucky Service after completing an errand with you.
  - If you have a negative customer review, cancel last minute on an errand or another negative experience, you will be put on probation. What exactly is probation?
    - Strike One: Access to errand invitations will be suspended. The Lucky Assistant will be required to participate in a Performance Improvement module to regain access.
    - Strike Two: Access to errand invitations will be suspended again. Reinstatement will require completion of a reinstatement application and communication with Lucky's Policies Team. If reinstated, Lucky Assistants will not be eligible for Prime status for 90 days and may have access to fewer errands.
    - Strike Three: Potential for immediate removal from the Lucky Community and loss of all Lucky Assistant privileges.

Please note that direct violations of Lucky policy and unprofessional behavior may result in immediate removal from the Lucky Community.

- As such, positive work ethic, reviews, and requests will get you more benefits and perks from Lucky! Some of the perks are as follows:
    - Status changed to: Prime Lucky Assistant. More errands sent your way, recommended to clients as a Prime Lucky Assistant.
  - Perks such as gift certificates to local establishments, gas cards, etc... for positive reviews on social media sites such as Facebook, Twitter, LinkedIn and Yelp.
- 8. What not to do**
- Don't bail on a task, absent prior communication and approval from the Client or Lucky.
  - Don't cancel last minute; this provides a poor experience for the Client.
  - Don't show up to a task location for a task you are not assigned to.
  - Don't show up late for tasks or missing agreed-upon timelines for tasks.
  - Don't complete a task with poor quality work.
  - Don't display unprofessional or unbecoming communication or behavior in any form.
  - Don't contact third parties related to or regarding a Client including, but not limited to, a Client's friends, family, place of employment or attempt to damage a Client's reputation on social media platforms like Facebook, Twitter, LinkedIn and Yelp.
  - Don't attempt to damage the reputation of Lucky on social media platforms including but not limited to Facebook, Twitter, LinkedIn and Yelp.
  - Don't attempt to bill a Client for any task.

