

Community Guidelines

We're in This Together.

Overview

Nobody likes rules but they're necessary to insulate our core values and promote trust throughout our global community. We uphold a standard of ethics and champion a code of conduct that is the touchstone of Teleport's foundation.

By establishing and strictly enforcing our Community Guidelines we kindle trust, ignite integrity, and cultivate universal goodwill amongst our peers from which strong, long-lasting relationships flourish.

So let's work together to make the world a smaller, friendlier place so that you can stay better connected to the people, places and things you love the most.

1. [Safety](#)
2. [Security](#)

3. [Trust](#)
4. [Respect](#)

5. [Reliability](#)

Safety

Be Smart.

You mean the world to us, literally. So your safety and wellbeing will **always** come first.

We don't play.

Teleport enforces a **zero tolerance policy** for any sort of harassment, abusive or illegal behavior of any kind. We've implemented a system of checks and balances that hold users accountable for their actions. We also verify all users at sign up and work behind the scenes to identify and flag activity that violates our terms of service.

Stay woke and speak up.

We strongly encourage our users to report any persons demonstrating inappropriate or

illegal behavior. Anybody found to be conducting themselves in a harmful manner or using Teleport illegally, will be banned indefinitely.

We are committed to cooperating with local law enforcement and international authorities, so if at any time you do not feel safe on our platform, please [contact us](#) right away.

Related Articles

Knowledge base, blog posts

Security **Be Vigilant.**

Help us help you keep your account secure and the Teleport community safe at all times.

You got this.

Teleport relies on the following best practices to protect your account and to help combat theft and fraud. Lead by example and do your part by reminding your fellow Teleporters to:

- **Always** make and accept your payments via the Teleport platform
- **Never** make or accept offline payments, cash payments, money wires or transfers
- **Always** use Teleport's secure messenger to communicate with each other
- **Never** communicate offline or via a third-party app (e.g. Facebook Messenger, WhatsApp, LINE, etc.)
- **Always** meet your shopper/traveler in a public place that's safe and easily accessible
- **Never** give out your personal information under any circumstances

Remember to always use common sense and if you're ever asked to perform any of these actions, please [contact us](#) right away. Anyone found in violation of these best practices will risk having their account suspended indefinitely.

Related Articles

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Trust

Be Authentic.

Trust is the glue that holds Teleport together and authenticity is paramount to sustaining a welcoming experience that keeps our community thriving.

Keep it real.

Your Teleport experience should be filled with wanderlust, excitement, and adventure. But more importantly, it's a reflection of who you are. You have an obligation to provide truthful, accurate information about who you are and where you come from.

We verify each and every account at signup using a multi-tiered verification process:

- Email verification
- SMS verification
- Google authorization
- Facebook authorizations
- Bank account validation
- Government-issued ID verification
- Selfie comparison

We also run periodic security checks and use a five-star rating system to ensure the integrity of our platform and the safety of our users.

Honesty is the best policy.

Don't, eva-eva—under any circumstances:

- Create a fake or fraudulent account
- Claim to be someone you are not
- Upload another profile picture as your own
- Use an unauthorized credit card
- Falsify identification
- Report fraudulent feedback
- Spam or scam another account

When leaving a public review or submitting a star rating, be fair, truthful and factual. Members are prohibited from manipulating the ratings and reviews system in any way,

and those attempting to devalue or depreciate trust within the community will be banned from our platform without notice.

Related Articles

Knowledge base, blog posts

Respect Be Polite.

Our global diversity and universal culture are what makes us tick, and we will do whatever it takes to protect that sanctity at all times.

Honor thy neighbor.

Friendship builds trust, and trust makes it possible for us to come together and feel like we truly belong. So when traveling to a new city or welcoming a new traveler to yours, it's important that you make a good first impression.

Use our secure messenger to introduce yourself. This will help you get to know your fellow traveler or shopper better. Be kind, courteous and sociable, but don't share any personal information that could jeopardize your safety.

Be cool, not cruel.

We are a vibrant, multicultural community that takes pride in our role as a global citizen. But we also understand that cultural nuances and language barriers may present subtle challenges along the way. We ask that you please be patient with each other and do your best to coach up and educate your fellow Teleporters respectfully.

Don't even think about it.

Everyone who uses our platform demands the utmost dignity and respect. Bullying or harassing another person is completely unacceptable, pathetic, immature and dumb—and we simply won't tolerate it.

Any type of discriminatory behavior or hate speech that's the subject of race, ethnicity, religion, nationality, sexual orientation, sex, gender, disability, disease or otherwise

determined to be inappropriate, will result in immediate suspension and potential further action.

As always, if at any time you do not feel safe on our platform, please [contact us](#) right away.

Related Articles

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Reliability

Be Dependable.

At Teleport, we're not scared of commitment. So when you make a promise you're expected to keep it—and deliver. See what we did there?

Five-star rating AF.

Travelers and shoppers use Teleport from opposite ends of the world, so when one party breaks a commitment it can ruin the experience for everyone. That's why it's imperative to over-communicate logistics in the event of a schedule change or if something goes wrong.

Please do not mislead people about the nature of your whereabouts or be dishonest about the condition of a product or delivery. Your five-star rating depends on it.

Hello? Is anybody home?

Practice common courtesy and respond to your messages in a timely fashion, preferably within 24 hours. Failure to be adequately responsive could result in a lower peer rating, and nobody wants that. The whole purpose of Teleport is to bring shoppers and travelers closer together—quicker than ever before. Let's make it happen!

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