



COMMUNITY RULES

Welcome to our community of global travelers and senders! Now you are one of us and we believe that you will help us to make Luggage Pool a safe and reliable platform for all its users.

Community Rules are the standard requirements of user behaviour of the Luggage Pool platform and useful tips to insure your security. Please respect these rules as you wish to be respected by other users to have the best luggage pooling experience.

These Community Rules, along with our Terms of Use and Privacy Policy, create the agreement between you and Luggage Pool. If you do not want to agree to the Community Rules, you must not use Luggage Pool.

BE HONEST & RELIABLE

Treat other Luggage Pool users as you want them to treat you. Tell the truth about the content of your parcel, your free luggage space, details of your transport and travel plan to avoid any unpredictable situation. Respect the travel plan of the user and care about the luggage that you are shipping.

STAY ON LUGGAGE POOL

Only chatting and transactions which happen on Luggage Pool platform are eligible for Cancellation and Refund Policies. Make sure to avoid any communication and payments outside Luggage Pool for your security.

COMMUNICATE

The Luggage Pool community is based on trust and nothing can increase it better as efficient communication. Travelers and senders are expected to reply to messages within 24 hours and regularly update a delivery status during and after their arrival. Answering messages on time prompts a 5-stars rating and increases your chances of luggage pooling requests from senders.



VERIFY & REVIEW

Luggage Pool is a luggage pooling platform which is built on trust. We do our best to create a transparent and safe environment in our community. Please verify your profiles and rate other users to collect credible and comprehensive information about each other. By these actions you can prove that you are a real person, help us to protect our community from spam and fake accounts, as well as to improve the future luggage pooling experience. Be sure, your personal data such as email address, phone number, date of birth, etc. are always kept private and safe with Luggage Pool.

RESPECT

Each community member of the Luggage Pool community is equally important and should be respected accordingly. Your abusive behaviour may lead to blocking your account. Luggage Pool does not tolerate any kind of illegal activity, harassment and racism. We would also be obliged to react, If some of your actions will be targeted at reducing trust in the community (e.g. spamming accounts, proceeding payments outside the platform, spreading false information or cancelling multiple trips, etc.).