

# FAIRPLAY RULES & CHARGES

## 7 simple fair play rules

- **Before starting off, check the vehicle for damage. Immediately report any damage via the FLEX app.**  
This is the only way to guarantee that you will not be held accountable for any damage noted by the next customer.
- Return your FLEX car to the pick-up station on time
- Clean any stains/dirt you may have caused and remove all waste
- All vehicles are non-smoking vehicles
- When transporting animals, use an appropriate crate. If necessary, clean and air the vehicle before returning it
- Report if FLEX reserved parking spaces are blocked
- Make sure the fuel level is above one third or the electric vehicle is properly connected to the charging station and is also charging.



# 1. Fairplay Fees

General	
Vehicle returned with fuel level below one third	min. 25 €
Refuelling at a non-partner petrol station	15 €
Electric vehicle not hooked up to the charging station or is not charging	25 €
Parking a fuel car in an electric car spot, or vice versa	25 €
Heavy staining	min. 100 €
Special cleaning after Smoking/animals in the vehicle	min. 150 €
Failed payment	8,50 €
Vehicle not returned to the pick-up station	Handling fee (at least 175 €)

Damage or breakdown	
Failure to report damage	250 € plus damage
Breakdown assistance (no customer fault)	Free of charge (via our FLEX Servicecenter)
Breakdown assistance (gross negligence on the part of the customer)	Handling fee
Special expenses e.g. for technicians / service	95 €/h

Bookings	
Late returns – 16 - 30 minutes – per additional 30 minutes	15 € 20 €
No Show: Not showing up for a booking without cancelling	The booked hourly rate
Finished trip before end of booking time	The booked hourly rate
Cancellation fee before booking time - Within 5 hours before - 60 minutes before	2,50 € 5 €

Divers	
Processing charge for traffic fine	min. 10 €
Onward charging of traffic fine	Traffic fine
Processing charge : 2 <sup>nd</sup> reminder 3 <sup>rd</sup> reminder	10 € 15 €
Fuel/parking card lost or damaged	50 €
Loss/theft of the charging cable	min. 300 € Reimbursement of costs

Credit card pre-authorisation	
Fixed fee	50€
+	
Variable fee	Number of hours reserved x Hourly rate of the selected subscription

## 2. Cost for claim settlement

Vehicle repair (deductible)				
	Basic		Basic +	Gold
	without reduction option	with reduction option		
S	max. 750€	max. 300€		
M	max. 1000€			
XL	max. 1500€			

Additional costs not covered by the excess	
Administrative fees	min. 25 €
Vinyl lettering (in case of damage)	max. 250€
Loss of income due to a stay in a garage for repairs	25€ per day / max. 10 days
Vehicle transfer to or from the garage	max. 350€
In case of vehicle total loss: - dismantling of the on-board computer (OBU)	max. 500€