

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 in a space that is not suitable for the type of engine or category of vehicle (e.g. electric vehicle in a space for combustion engines, or car in a space reserved for vans).	50 €
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 €)

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	5 € 10 €

Divers	
Processing charge for traffic fine	min. 15 €
Onward charging of traffic fine	Traffic fine
Processing charge : 2 nd reminder 3 rd reminder	10 € 15 €
Loss / damage / theft of fuel/parking cards/parking keys	min. 50 €
Loss / damage / theft of the charging cable	min. 300 € Reimbursement of costs

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

Credit card pre-authorisation ⁽¹⁾	
Fixed fee	50€ per booking day
+	
Variable fee	Number of hours reserved x Hourly rate of the selected subscription

All prices include VAT
In case of repetition, all fees may be increased

⁽¹⁾ See appendix example pre-authorisation calculation

2. Cost for claim settlement

Vehicle repair (deductible) ⁽²⁾				
	Basic		Basic +	Gold
	without reduction option	with reduction option		
S	max. 750 € (+ additional costs)	max. 300 € (+ additional costs)	max. 300 €	max. 300 €
M	max. 1000 € (+ additional costs)			
XL	max. 1500 € (+ additional costs)			

Additional costs*	
Administrative fees	min. 25 €
Vinyl lettering (in case of damage)	max. 300 €
Loss of income due to a stay in a garage for repairs	25 € per day / max. 10 days
Vehicle transfer to the garage	max. 175 €
Vehicle return to station	max. 175 €
In case of vehicle total loss: • dismantling of the on-board computer (OBU)	max. 500 €

*Please note that these additional costs only apply to Basic subscriptions (with or without reduction option).

3. Appendix

Example Pre-authorisation calculation

A customer with a Basic subscription at **€3.95** per hour reserves a vehicle for 4 hours. In this case, the pre-authorization amount is **€65.80**.

The pre-authorization amount is composed of two parts: a variable part and a fixed part.

The variable part is calculated by multiplying the number of reserved hours by the hourly rate of the selected subscription plan. The fixed part is a flat fee of **€50** per booking day.

In the example mentioned above, the invoice is broken down as follows:

Variable Part = 4 hours * **€3.95**/hour = **€15.80**

Fixed Part: **€50**

Total Amount: **€65.80**

Example Cost for claim settlement

You have a Basic subscription that includes a maximum deductible of **€750.00** for a category "S" car, and you have not chosen the "excess reduction" option.

During your rental, you are involved in a traffic accident. The vehicle is damaged and needs to be taken to a repair shop, which repairs the vehicle within one business day for a total cost of **€900**.

In this case, you will be responsible for a maximum of the **€750** deductible for the vehicle damage (and not the actual **€900** invoiced by the garage, as you chose a subscription that limits the deductible to **€750** for vehicle damage).

Depending on the circumstances, you may also be responsible for additional fees. For example:

- **€25** for the file management fee
- **€175** for towing the vehicle to the garage
- **€175** for returning the vehicle from the garage to the site after repair
- **€25** for the one-day immobilization indemnity

In this example, you would therefore need to pay us a total of **€1,150**.