

## FAIRPLAY RULES & CHARGES

Carsharing only works if we all work together.

Flex is based on fair play and mutual respect. It is important for all vehicles to be returned on time, in a clean state and at least one third refueled.

The next customer will be very thankful.

### 7 simple fair play rules

- **Before starting off, check the vehicle for damage. Immediately report any damage to our Flex-Servicecenter.** 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 location on time and make sure the fuel level is above one third
- Your Flex customer card is for personal use only. Don't hand it over to anyone else
- 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



### Fair play - Charges

Vehicle not returned to correct station	Handling fee (at least 135€)
Vehicle returned with fuel level below one third	25 €
Electric vehicle not hooked up to the charging station	25 €
Removal of stains or of strong odors (like cigarettes)	If reported: handling fee If not reported: 50 € + handling fee

## Bookings

Booking a vehicle via the app, the website or our Flex-Servicecenter  
(In the event of a wrong booking, please contact our Flex-Servicecenter as soon as possible)

Free of charge

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

Before starting off:

Check the vehicle for damage. Immediately report any damage to our Flex-Servicecenter. This is the only way to guarantee that you will not be held accountable for any damage noted by the next customer.

Flex vehicles are always kept in top shape. Should you nevertheless experience a breakdown, we will help you out, wherever you are.

## Reporting of damage or breakdown

Damage or theft  
without low excess option

max. 900 €

Damage or theft  
with low excess option

max. 300 €

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)

Actual cost

## Miscellaneous

Flex card replacement if lost

10 €

Processing charge for  
traffic infringements

10 €

Processing charge :  
2<sup>nd</sup> reminder  
3<sup>rd</sup> reminder

5 €  
10 €

Search request for lost items

Handling fee

Fuel/parking card  
lost or damaged

50 €

All charges may be increased for repeat cases.