



# 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 at the pick-up station. Electric cars must be connected to the charging point. The next customer will be very thankful.



## 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.

### Fair play - Charges

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 €
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	2,50 € 5 €

### Before starting off

Check the vehicle for damage. Immediately report any damage via the app. 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 optimally maintained. Should you nevertheless experience a breakdown, we will help you out, wherever you are.

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
Processing of claims	at least 25 € + handling fee
Special expenses e.g. for technicians / service	95 €/h

## Reporting of damage or breakdown

### Excess costs

Liability case Basic subscription	2,500 €
With liability reduction	300 €
Liability case Basic Plus subscription	300 €
Liability case Gold subscription	300 €

### Miscellaneous

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