



## Fair play and fees valid from 12 December 2019

Shared mobility works if everyone pulls together

**mobility**

Shared Mobility is based on fair play and mutual consideration. It is particularly important to return cars punctually, in a clean condition and with the fuel tank at least one third full. The next customer will thank you for it!

### Note these five simple fair play rules

---

- Observe the smoking ban.
- Clean away any dirt or soiling you have caused yourself.
- Transport animals in a suitable carrier or on a blanket in the trunk. Please clean and vacuum the vehicle if necessary before the end of the reservation.
- Do not pass on the Mobility Card and your activated SwissPass to other people: it is for your use only (exception: transferable business-subscriptions).
- Check vehicles for damage before use. Report damage immediately to the 24h Service Center on 0848 824 812.

### Mobility Return and Mobility One-Way

---

- Return Mobility vehicles on time and with the fuel tank at least one third full.
- If Mobility parking spaces are occupied by private cars, report immediately to the 24h Service Center on 0848 824 812. Exception: A reservation confirmation for a Mobility vehicle is placed clearly visible behind the windscreen of the private vehicle.

### Mobility Go

---

- Return the Mobility Go-vehicle to an official parking area within the Mobility Go-zone. Please note the local signs and the explicit parking rules.

# Fair play and fees

## General fees

- You can book Mobility vehicles on a round-the-clock basis via app or internet for free.
- The same channels are available to you for altering reservations (plus on-board computer, if available).

|  |                       |
|--|-----------------------|
| Use of Mobility app and online customer portal   | Free of charge        |
| Reservations and reservation alterations through the 24h Service Center on 0848 824 812                                    | CHF 2.20              |
| Replacement of a Mobility Card   | CHF 25                |
| Processing of traffic fines  | CHF 25                |
| Handling charge for reminders  | CHF 25                |
| Delivery of private customer invoice by post (free of charge by email)   | CHF 1.50              |
| Special cleaning   | CHF 50 min. (at cost) |
| Hourly rate for special expenses (technician/specialist etc.)  | CHF 140               |
| Extraordinary change of subscription during term   | CHF 50                |
| Lost property office search assignment (excl. shipment)  | CHF 50                |
| Reka money/vouchers reimbursement  | CHF 50                |
| Vehicle key kept/lost/damaged  | CHF 50 min. (at cost) |
| <b>Fees for late payment (Section 7h GTC)</b>  |                       |
| Administrative fee after handing the claim over to a debt collection service agency, depending on the amount of the claim: |                       |
| 0 to 20  | CHF 50                |
| 21 to 50   | CHF 70                |
| 51 to 100  | CHF 100               |
| 101 to 150   | CHF 120               |
| 151 to 250   | CHF 149               |
| 251 to 500   | CHF 195               |
| 501 to 1'500   | CHF 308               |
| 1'501 to 3'000   | CHF 448               |
| 3'001 to 10'000  | CHF 1'100             |
| 10'001 to 20'000   | CHF 1'510             |
| 20'001 to 50'000   | CHF 2'658             |
| From 50'000  | 6% of the claim       |

## Reporting damage and breakdown

- Check vehicles for potential damage before driving. Notify the 24h Service Center immediately of any damage by telephone on 0848 824 812.
- Mobility vehicles are serviced to perfection. If a breakdown should occur nonetheless, we organise assistance wherever you happen to be at the time.

|  |                        |
|--|------------------------|
| Processing of claim (up to CHF 1'000)              | CHF 50                 |
| Processing of claim (over CHF 1'000)               | CHF 100                |
| Failure to report damage incident                  | CHF 250                |
| Roadside assistance where customer is not at fault | Free of charge         |
| Roadside assistance where customer is at fault     | CHF 100 min. (at cost) |

## Mobility Return and Mobility One-Way

|   |                                       |
|---|---------------------------------------|
| Vehicle return with fuel tank less than a third full.   | CHF 25                                |
| Late vehicle return<br>- 6th-30th minute<br>- in addition for every half hour   | CHF 50<br>CHF 25                      |
| Shorten/postpone reservation > 6h before starting time  | Free of charge                        |
| Shorten/postpone reservation < 6h before starting time  | ½ of hourly rate booked               |
| Cancellation > 6h before the start of the reservation *<br>* If a One-Way reservation is cancelled less than 10 hours prior to the start of the reservation, the One-Way surcharge will also apply. | CHF 2.50                              |
| Cancellation < 6h before the start of the reservation *<br>* If a One-Way reservation is cancelled less than 10 hours prior to the start of the reservation, the One-Way surcharge will also apply. | CHF 2.50<br>+ ½ of hourly rate booked |
| Failure to use a reservation (exception for reservations in an availability guarantee)  | 3 × hourly rate booked                |
| Lost/damaged fuel card or parking garage card   | CHF 50                                |
| Return transport of vehicle to point of departure or for Mobility One-Way to the defined end station.   | CHF 50 min. (at cost)                 |
| Reservation alterations via on-board computer, if available   | Free of charge                        |

## Mobility Go

|  |                            |
|--|----------------------------|
| Airport flat rate per journey start and finish   | CHF 10 each                |
| Return to unauthorised location/return outside Mobility Go-zone. Vehicle return to the zone. | CHF 50 min. each (at cost) |

Fees may be increased in the event of repeat incidents. All fees include VAT.