



## Fair play and charges

Sharing works when everyone is following the same goals.

Swiss E-Car is based on fair play and consideration for others. It is important that you return the vehicle clean and on time for the next customer.

### General fair play rules

- ✓ Respect the no-smoking rule.
- ✓ Return the vehicle on time.
- ✓ Treat the vehicles with care.
- ✓ Deal with dirt and stains you have caused.
- ✓ Before your journey, check the vehicles for any damage and report this immediately in the Swiss E-Car app.
- ✓ Return the vehicle to their designated parking space.
- ✓ Always use suitable carriers to transport animals. If necessary, please clean and air the vehicle before the end of your reservation.
- ✓ Please report private vehicles occupying Swiss E-Car charging points to our 24h hotline.

Last updated: 01 February 2023

## General fees

The use of the Swiss E-Car App is free of charge.

Type	Period	Charge
<b>Surcharges and reminder charges</b>		
Reservations and changes to reservations through the 24h service centre	per case	CHF 2.50
Processing fines (etc.); administration	per case	CHF 25.00
Reminders	per case	CHF 25.00
Lost property request (excluding postage)	per case	CHF 50.00
<b>Insurance/loss events/fines</b>		
Processing loss events (up to CHF 1'000.00)	per loss event	CHF 50.00
Processing loss events (from CHF 1'000.00)	per loss event	Cost plus CHF 75.00 administrative fee
Failure to submit damage notification	per loss event	CHF 250.00
Administrative penalties/traffic fines	per notice/fine	CHF 25.00
Handling tows (except in the case of breakdowns or accidents)	per case	Cost plus 25 CHF administrative fee
Insurance excess for loss event	per loss event	CHF 1'000.00
<b>Loss of</b>		
Vehicle documents	per case	Actual costs, but at least CHF 80.00
Emergency charging badge	per case	CHF 50.00
Charging cable	per case	Actual costs, but at least CHF 300.00
<b>Cancelling/shortening/postponing/changing reservations</b>		
Shortening/postponing reservation before start of reservation	per case	CHF 2.00
Cancellation before the start of reservation	per case	CHF 3.00
Failure to collect reserved vehicle	per case	CHF 5.00 plus CHF 25.00 administrative fee
Change to reservation during booking <ul style="list-style-type: none"> <li>- Early return less than 30 min. early</li> <li>- Early return more than 30 min. early</li> <li>- Extension of booking time where this does not affect a subsequent booking</li> </ul>	per case	-

Delays/delayed return		
Less than 5 min.		Free of charge
Affecting a subsequent booking: for each subsequent full or part half hour		Additional time at the hourly rate plus CHF 50 for the first half hour  Additional time at the hourly rate plus CHF 25 for each subsequent full or part half hour
Not affecting a subsequent booking	-	Additional time at the hourly rate
Additional charges		
Additional cleaning required (vehicle very dirty/smoke)	at cost	at least CHF 50.00
Vehicle not correctly connected to charging point	per case	CHF 30.00
Vehicle left at wrong parking space	at cost	at least CHF 50.00
Doors/windows not closed	per case	CHF 30.00
Service engineer required and Customer responsible (e.g. vehicle battery flat; mobile phone battery flat...)	at cost	at least CHF 80.00
Vehicle provided to unauthorised parties	per case	CHF 500.00
Misuse/unauthorised use of the emergency charging badge	per case	at least CHF 200.00
Hourly rate for additional expenses (specialist/engineer call-out, etc.)	per case	at actual cost