



Mobility Carpool

The leading platform for ride sharing in Switzerland



Whether in a privately-owned vehicle or a Mobility car: the Mobility Carpool app connects drivers and passengers in just a few taps. This is good for the environment – and easy on your budget, too!

It's this simple

1. Download the Mobility Carpool app from your preferred app store.
2. Registration is free of charge: enter your profile details and upload a portrait picture.
3. As a Mobility customer you can enter your Mobility number and PIN. This links your accounts.
4. Enter your credit card details.
5. As a driver: enter your IBAN number to receive payments.
6. As a driver: enter your vehicle, incl. picture.
7. Now you can search for rides or offer them. You will be notified if there is a match.

How much you receive/pay

Mobility Carpool uses a simple, transparent fixed price system based on distances. The distances are calculated by the Carpool app using Google.

The reservation (charge to passenger/credit to driver) is made as soon as there is a match.

Zone	Distance	Price per passenger		Payment to driver	
1	0 – <10km	CHF	3.00	CHF	2.40
2	10 – <25km	CHF	6.00	CHF	4.80
3	25 – <50km	CHF	9.00	CHF	7.20
4	50 – <150km	CHF	15.00	CHF	12.00
5	>150km	CHF	18.00	CHF	14.40

All prices are valid as of 29 May 2018; they are shown in CHF and include VAT. Prices are subject to alteration.

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Observe the fair play rules

The ride-sharing platform Mobility Carpool is based on mutual consideration and a few fair play rules:

- Before setting off, drivers must ensure they have the right person on board.
- Children aged under 13 may only travel if accompanied by a parent or guardian. Young people aged between 14 and 18 have to be handed over by a parent or guardian.
- Luggage or equipment may not be transported without its owner.
- If as a passenger you wish to take a large amount of luggage or bulky items of luggage, we recommend agreeing on this with the driver in advance. If necessary you will have to book a second seat.

- Sharing with strangers requires trust: create transparency and rate your driver or passenger after the trip.
- If anything is unclear, contact your driver or passenger before getting in touch with Mobility for help.
- Punctuality is important: keep to the agreed times and places.
- On rides in privately-owned vehicles, the driver sets the rules (e.g. drink, food, smoking, pets).
- On rides in Mobility vehicles, the Mobility fair play rules apply (see [Fair Play and Fees factsheet](#)).

Mobility does not accept any liability for damage, defects or soiling of any kind that is caused. Mobility also reserves the right to exclude customers from the Carpool scheme.



Cancellation and failure to turn up

Reservations are binding. For this reasons, cancellation and failure to turn up are subject to a charge.

Cancellation by the driver prior to the trip

	Driver*: Additional charge	Passenger*: Additional compensation
2 h or longer	none	none
1 h to 2 h	50% of the amount originally credited	none
1 h or less	80% of the amount originally credited	none

* The original debited/credited amounts are fully reimbursed or cancelled.

Cancellation by the passenger prior to the trip

	Passenger refund	Driver compensation
2 h or longer	100%	Original amount credited is fully cancelled.
1 h to 2 h	50%	
1 h or less	20%	

Failure to turn up results in additional fees being charged for driver / passenger.

